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# Intoinfo Consulting Group



Management and Information Consultants



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## INTRANET USABILITY STUDY INTERNATIONAL DEVELOPMENT RESEARCH CENTRE

Final Report

March 29, 2005

**The Intoinfo Consulting Group would like to thank the members of the project team and the interview participants at IDRC for their assistance and input throughout the project. Their valuable feedback and contribution provided a set of strong ideas that form the basis for the recommendations herein.**

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## EXECUTIVE SUMMARY

The Communications Branch's Publishing division recognizes that the IDRC Intranet is an invaluable resource that is used across the entire organization. As such, it wished to consult with site users to identify ways in which the Intranet site can be improved upon to maximize its utility.

During the month of February 2005, usability interviews were conducted with 8 IDRC employees. Overall the interviewees were very pleased with the Intranet, commenting that the significant breadth and depth of information found on the site make it a valuable resource. While the users expressed positive views towards the Intranet, they were also willing to identify areas where they see the potential for improvements. The most common issue that users pointed out, as an area in need of improvement was the ease of finding information on the site. Many pointed out that while they appreciated the vast amount of information on the Intranet, it was often difficult to find. This report provides 63 detailed recommendations. These are summarized as the following:

### Design & Layout Recommendations

Several recommendations were made for this area, with many specific indications as to how information can be re-oriented to make it more user-friendly. The common themes in this section include:

1. Ensure that most commonly used links and information appear higher on the navigation bar or on the content portion of the page to ensure users do not have to scroll to the bottom of the page to see them.
2. Increase text size in the navigation menu.
3. Increase text contrast, particularly in areas like the Quick Links box or the left navigation bar.

### Content Recommendations

Recommendations around content pertain to ensuring its currency and consistency from page to page. To summarize, findings in the report suggest the following:

1. Ensure content is up-to-date by communicating and enforcing the content maintenance, updating and archiving policies.
2. Standardize content from the regional offices to allow all users from the Centre to access their information in a comfortable and familiar setting, eliminating the need to "learn" new navigation schemes at each site.
3. Create a site map where users can go to get a *bird's eye* view of the IDRC Intranet to understand how the different parts of the site relate to one another.

### Functionality Recommendations

Findings from the functionality section lead to the following high-level recommendations:

1. Improve the popular room-booking feature to show who booked the room and to allow booking changes by login from any workstation connected to the Intranet.
2. Create a user "Feedback" feature.
3. Change the "Me" heading to a more descriptive title, such as "Customization Features," "My Intranet" or "My Links" and move it to the right navigation bar where more users will see these features. Communicate this feature to users and provide instructions on what each section can do and how they can be used.

### Echonet Home page Recommendations

The recommendations for this page pertain largely to removing what was perceived as excess clutter from the page. These include:

1. Remove the "Links" section altogether and placing its links in the left navigation bar.
2. Reduce the size of the Events and News sections so that they can both be displayed on the home page, *above the fold* for viewing without scrolling.
3. Remove the current "Quick Links" box and develop a customizable version.
4. Give the "Around the World" map a more descriptive name and ensure it takes users to Regional Office sites, which is more in-line with user expectations.

5. Remove sections from the left navigation bar that users do not need, such as the “Editors” heading.

### **General Index and Branches Recommendations**

Recommendations for this section touch on the following:

1. Standardize the layout and content from section to section to provide users with a consistent environment that is more *learnable*, rather than ever changing, which is confusing.
2. The above recommendation would entail standard headings like “About Us” or “What We Do,” “Committees/Meetings,” and “Publications” for example. However, it would require also the need to classify information in two ways: to reflect the organizational structure of the division/branch, while also clearly identifying information that crosses divisional/branch lines that a variety of users might require, such as publications or reports, for example.

### **Directory Recommendations**

Recommendations for this area generally pertain to making what is perhaps the most used part of the Intranet an even better service. Recommendations pertain mostly to ensuring that all the information a user might require (full telephone number, time zones) is available and can be found in multiple ways (by selecting different search methods).

### **Search Recommendations**

Users appear to be very appreciative of the new Google-powered search engine at IDRC. Their recommendations for improving this product pertained mostly to allowing further refinement of searches by providing additional fields and developing “Search Tips” content.

Building on what is already a much used and valued resource, the 63 recommendations in this report chart a path towards improved usability for the IDRC Intranet. It is proposed that these changes will improve users’ ability to find the information they need to assist them in doing their work. By extension, therefore, it will also improve user productivity and IDRC’s return on this very important investment.

# 1. INTRODUCTION

The International Development Research Centre (IDRC) is a crown corporation created by the Parliament of Canada in 1970 to help developing countries use science and technology to find practical, long-term solutions to the social, economic, and environmental problems they face. IDRC's mandate is:

*To initiate, encourage, support, and conduct research into the problems of the developing regions of the world and into the means for applying and adapting scientific, technical, and other knowledge to the economic and social advancement of those regions.*

Towards this end, the specific goals of IDRC are to:

- Strengthen and help to mobilize the indigenous research capacity of developing countries, especially directed at achieving greater social and economic equity, better management of the environment and natural resources, and more equitable access to information.
- Foster and support the production, dissemination, and application of research results leading to policies and technologies that enhance the lives of people in developing countries.
- Build selectively on past investments and explore new opportunities within its program framework.

IDRC has recognized that the Web is a valuable tool through which the organization can help achieve its objectives, both internally and externally. To help facilitate internal operations, IDRC has developed an Intranet site that is accessible by all employees within the organization who use it on a daily basis for all aspects of their work, including: directory searches, internal communications, research, policy matters, and nearly all ranges job activities.

The Communications Branch's Publishing division recognizes that the Intranet is an invaluable resource that is used across the entire organization. As such, it is looking to consult with its users to identify ways in which the Intranet site can be improved to maximize its utility. This report outlines the results of a usability study conducted by Intoinfo on behalf of the Publishing division at IDRC.

## 1.1. USER TESTING

Jacob Nielsen, arguably the world's leading usability expert, defines usability as "...a quality attribute that assesses how easy user interfaces are to use." He also explains that user testing is the most "basic and useful" approach for studying usability, and that it consists of the following: "Observe what the users do, where they succeed, and where they have difficulties with the user interface. Shut up and let the users do the talking."<sup>1</sup>

The user testing approach was selected in order to gauge the extent to which the site offering has remained current with user demand. Usability testing is recognized as an essential step in the ongoing development of an effective online presence. In large measure, this is a direct result of the considerable benefit that can be generated through effective usability testing.

- Some of the benefits of usability testing to the end user include:
  - Increasing levels of satisfaction and/or reducing levels of frustration when interacting with the site;
  - Assisting users to achieve their (information) goals effectively and efficiently; and
  - Increasing the confidence and trust in a valuable resource.
- Similarly, benefits to the site providers or owners include:
  - Reducing costs;
    - Efficient design - valuable resources are focussed on adding value, not frills;
    - Reduction of support costs as more clients are able to refer to the site for their needs rather than relying on telephone or e-mail support, or user training;
    - Increased productivity as users retrieve information more efficiently;
  - Increase accessibility to a broader range of users:

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<sup>1</sup> Nielsen, J., "Usability 101: Introduction to Usability," *Alertbox*, August 25, 2003. Accessed on March 16, 2005. Available from: <http://www.useit.com/alertbox/20030825.html>.

- Eliminating over-design problems including graphics or designs that are bandwidth intensive and of little value to the user;
- Increase use and therefore exposure thereby increasing the value of Intranet resources; and
- Overall increase in number and retention of satisfied and loyal clients.

The industry standard suggests that by consulting between 6 and 12 users, usability testing will identify approximately 80% of the issues that need to be addressed to make the site more user-centric. However, it should be noted that this statistic typically applies to sites whose users are representative of the general population. In cases where a site's primary focus is on special needs users, or on specific segments that may interact with the Internet in unique ways, it is particularly important that their circumstances are taken into account during the testing process.

## 2. METHODOLOGY

The methodology for the usability project is described below.

### 2.1. PROJECT PLANNING

The management and planning for the project involved the following steps:

- Developing a draft project plan
- Holding a kick-off meeting
- Making revisions and modifications of the project plan based on feedback from the project authority
- Sending weekly email updates ensured project teams stayed abreast of all developments

### 2.2. RESEARCH STAGE

The research portion of the project consisted of background reading (IDRC's Web Site Publishing Policy) and the identification of potential participants, followed by the usability interviews.

#### 2.2.1. SCREENER MATRIX & PARTICIPANT PROFILE

A screener matrix was drafted to ensure a balanced selection of participants from a variety of positions within IDRC. Participants were also classified according to 4 criteria: level of Intranet usage; level of net savvy; language spoken; and individuals who actively seek support on the Intranet. In addition, individuals were selected from three groups: individuals working in programmes; Management employees; and employees new to the Centre.

While typically the project approach would consist of a process for random selection of employees who fit different profiles from across the organization, this project followed a slightly modified approach whereby the project authority supplied a total of 17 names that were then situated within the screener matrix shown below. From this group of identified participants, 8 participants were selected for the interviews. This approach, rather than the fully randomized screening approach was followed because the project authority wished to target specific segments of the employee population (the last three columns of the matrix. Below is the screener matrix used for the project, with the names removed.

IDRC Usability Interviewee Pool										
Users	Usage		Net Savvy		Language		Actively Seek Support	Programmes	Management	New to IDRC
	High	Low	High	Low	English	Français				
Interview 1		1	1		1			1		
Interview 2	1		1		1			1		
Interview 3	1			1	1				1	
Interview 4	1		1		1				1	
Interview 5	1		1		1					1

Interview 6		1		1		1				
Interview 7	1		1		1		1			
Interview 8		1		1	1		1			
<b>Totals</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>

As the “Totals” row illustrates above, most of the categories were relatively balanced. The only exception being the Language column where, due to scheduling difficulties, two French language participants were interviewed in English. As such, the true ratio for English to French interviewees is 5 to 3.

The interviewees were assured anonymity in the use of their comments in the research and in this report, and as such, the information will be presented in a way that does not bind specific notions, thoughts, or comments to any particular interviewee.

### **2.2.2. USABILITY INTERVIEWS**

To prepare for the interviews, Intoinfo drafted an interview guide that was approved by the project authority and subsequently translated. Intoinfo selected 8 of the 17 names from the screener matrix to conduct the interviews. This step consisted of 8 in-depth, “think-aloud,” one-on-one sessions where users were asked:

- About their work processes
- About their uses of the Intranet
- To perform specific tasks
- About the structure, navigation, and content of the site

### **2.2.3. ANALYSIS & REPORTING**

Interviewers took detailed notes during the interviews and later compiled and analysed them. Findings were disclosed in a draft report that was reviewed by the project authority and subsequently revised for the final draft and resubmitted.



### 3. OVERALL FINDINGS & RECOMMENDATIONS

At the start of the interviews, users were asked to identify qualities they like about Web sites in general as well as those they do not like. This question helped users to start thinking critically about Web sites and also provides valuable insight to the designers of the IDRC Intranet about potential opportunities and pitfalls. The results were as follows:

Likes	Dislikes
<ul style="list-style-type: none"> <li>• "Easily searchable; keyword searches through a good search engine."</li> <li>• "Toolbars that help navigation."</li> <li>• "A 'what's new' section for pages that are visited frequently."</li> <li>• "Fast to load."</li> <li>• "Clear navigation; easy to understand where to go."</li> <li>• "General design is important; does it look good?"</li> <li>• "It has to have a clear purpose and serve that purpose too."</li> <li>• "A good site uses the appropriate language and terminology and is clear."</li> <li>• "I want to see the physical address, email, phone number etc. of the person I am trying to contact."</li> <li>• "It's good to know the responsibilities of people with an organization; a clear org structure."</li> <li>• "A clear indications of where to go on site to find information."</li> <li>• "Good search function."</li> <li>• "Clear front page."</li> <li>• "Site map."</li> <li>• "A search engine that works well."</li> <li>• "Without Clutter – Visually attractive."</li> <li>• "It gives the information that people need."</li> </ul>	<ul style="list-style-type: none"> <li>• "Not organized well."</li> <li>• "You can't figure out breakdown of the info."</li> <li>• "Out-of date information."</li> <li>• "Macro-media/flash animation."</li> <li>• "Using words and titles that don't make sense and are confusing."</li> <li>• "Pop-ups."</li> <li>• "Bad browser feathers – unable to navigate forwards and backwards."</li> <li>• "Flashing bells and whistles."</li> <li>• "Cookies."</li> <li>• "Graphic intensive and long loading."</li> <li>• "Don't do it yourself, get an expert for web design, creation, etc."</li> </ul>

The IDRC Intranet has evolved significantly since its inception. To date, Publishing has generally behaved in a "pull" fashion, responding to the needs of branches within the department and posting their content as/when provided. The benefits of going through the early stages of a site's life cycle in a responsive manner are:

- Helps curb resistance to the Intranet and generates buy-in from partners;
- Allows content providers to develop content at their own pace; and
- Enables the site creators to better understand the needs of individual branches and content providers within the department.

As the Intranet evolves, however, so do the requirements and expectations of its users. The IDRC Intranet is currently reaching a level of maturity where users now expect to find all of the department's information. The current "pull" response of Publishing will naturally leave gaps in the Intranet where certain branches or programs have not provided content. As such, Publishing must respond to this with more of a "push" function as the site matures, seeking out the branches and program areas that currently do not provide an adequate level of information or content on their respective portions of the site. This will add richer content holdings, consistency across different sections of the site, and better meet the needs and expectations of users.

While specific recommendations were made with regards to Publishing taking a more “push” approach with specific divisions, the extrapolation from this point is that Publishing should take this approach with all divisions and content providers at IDRC. This will ultimately result in an Intranet that meets user needs by providing consistent information from page to page.

### 3.1. OVERALL IMPRESSIONS

Overall the interviewees were very pleased with the Intranet, commenting that the significant breadth and depth of information found on the site make it a valuable resource. While the users expressed

“It’s great having this much of the organization accessible.”

positive views towards the Intranet, they were also willing to identify areas where they see the potential for improvements. However, one user specifically commented that critical comments *would have to be* prefaced by saying that **the site is a great product and that those who created it really have done a good job**. This tone was shared among all interviewees who were generally providing ways to improve upon what they felt was **already a good site**.

Positive comments included:

- “It’s a valuable tool and most things I am looking for, I will find.”
- “Most up-to-date source of information.”
- “It’s great having this much of the organization accessible.”
- “Lots of great information there.”
- “Very good site.”
- “It’s a hell of a good product.”
- « En générale, moi, je le trouve correcte. »

Interviewees also expressed that they were pleased with the improvements that have been made to the site:

- « j’aime beaucoup ce qu’ils on fait déjà depuis la dernière fois. »
- “I really appreciate the work that they have done on this and I look forward to further enhancements.”

The most common issue to which users pointed as an area in need of improvement was the ability to find information on the site. Many explained that while they appreciated the vast amount of information on the Intranet, it was often difficult to find:

- “What really defeats it as a good tool is it doesn’t permit easy navigation.”
- “It’s tough to navigate through the information.”

When asked why users were not using the Intranet more often, a range of answers was given:

- It’s too difficult to find what I am looking for.
- Search issues – not bringing up expected results.
- It’s not necessary to do my job.
- More difficult than it needs to be.
- It’s easier to use other sources.
- Too difficult to find what I am looking for.
- I am not aware of what’s available on the Intranet.

Users generally felt that Intranet’s purpose is to support the work processes of IDRC employees and that the site should “Focus on the end-user.” Rather than being built around the organizational structure of IDRC, the site design should mirror the work processes of employees to support these. In short, service providers should always focus on the end-user, asking “What do users need?”

### 3.2. STRUCTURE, NAVIGATION, AND INFORMATION ARCHITECTURE

As stated above, one of the most common criticisms of the Intranet was that, while there is a significant amount of content on the site, it is often difficult to find the information being sought. Interviewees were asked to rank, on a scale of 1-5, where 1 means “very difficult” and 5 means “very

easy," how easy or difficult it is for them to find the information they were looking for. The average rating given was 3.38. Some of the reasoning provided along with this rating included:

- "Not very difficult and can eventually find the appropriate information."
- "It's a 2.5 only because there are many known paths and sources. If it were a first time user it would not be the same."
- "I can generally find what I'm looking for."
- "I know there's a pension calculator on here; I can just never find it."
- "There are multiple steps to find information. The comprehensiveness inevitably challenges IM."
- "Organization hurts the score."
- "Because of the complexity of the site. It's sometimes difficult to know where subject matter experts house their information."
- "You have to know what you're looking for to get to the right information."

The score of 3.8 when combined with the comments indicates that the users like the Intranet as a whole, but feel that the site would benefit from improved navigation and structure.

### 3.2.1. CONSISTENT NAVIGATION AIDS

Key factors to enhanced usability of a site are its navigational aids that support the user's experience from page to page, both in navigating forward to new pages and in navigating backwards retracing their steps. With the IDRC Intranet, users often experienced and verbally expressed difficulty in working backwards from a page.

- Most used the "home" button in their browser to return to the Intranet splash page.
- Some used the path statement (breadcrumbs) where available.
- Most looked to the left navigation bar but were unable to find the appropriate links for navigation.

#### Consistency between the Left Navigation Bar Heading and the Page Title

The headings in the main navigation scheme of a site are perhaps the most important navigational aids of a site can offer. Users rely on the heading titles to guide them to parts of the site that will meet their needs. However, if users click on a heading and the page it leads to is differently titled, this could potentially confuse users, leaving them feeling misled.

**#1. Recommendation: Ensure LNB headings match the page title to which they lead.**

A user would click on the "Library" link shown here to arrive at this page titled differently. This can be confusing.

**Topic Explorer**

- Library
  - Internet Resources
  - Intranet Archival Web Content
  - Library Resources
  - Library Services
  - Project Resources
  - Records Management
  - Search Tools
- Participate
- Editor(s)
  - Sylvie Cormier
  - Barbara Porrett
- Me
- IDRC Directory
  - 
  -

ID: 48452  
Added: 2003-11-19 10:58

## Research Information Management Services Division

**What have you heard about Scholar.Google.com?**

There is a new search engine out there and with Google's brilliant marketing behind it, Scholar Google is causing quite a stir.

One of Scholar Google's strengths is the high profile that it gives to grey literature published for free on the web. Here is more.

Resources retrieved by the Scholar Google search engine can also be found in the main Google index.

The difference is in the Scholar Google search engine algorithm. It makes a calculated guess at what it thinks is scholarly content.

Google has expanded its index to include new material that has been invisible to web searchers in the past. But Scholar Google indexes more than it delivers. It does not provide access to any full text documents that are not free on the web.

The IDRC research databases are the best source for full text scholarly literature that is priced on the web. And Scholar Google's offerings are only the tip of the iceberg.

**Research Databases**

**Our Staff**

Reference Service e-mail / ext. 2578

**BIBLIO** Search the Library Catalogue. | ([Read more...](#))

**IDRIS** Search for Project Information. | ([Read more...](#))

**IMAGES** Search the Photo Library. | ([Read more...](#))

**IRIMS** ([Read more...](#))

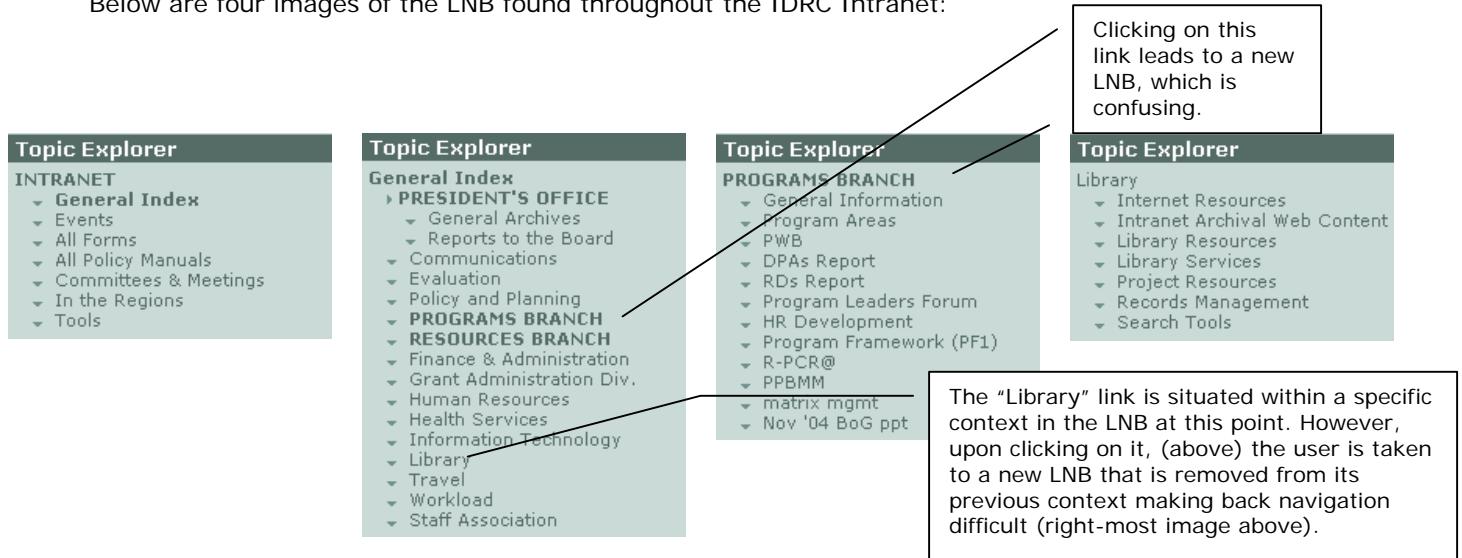
#### Left Navigation Bar (LNB)

As a common practice, the left navigation bar is the primary means by which users navigate a site. The LNB should be consistent across all pages, with appropriate labels and subheadings. The key problems with the current LNB scheme are:

- Lack of Consistency

- Lack of Hierarchy
- Navigating Home
- Inappropriate Headings
- Homepage Real-Estate Allocation & Contrast

Below are four images of the LNB found throughout the IDRC Intranet:



### Consistency

The primary challenge across these four LNB images is the lack of consistency. Every time a user enters a new page, they have to familiarize themselves with a new navigation bar. Moreover, the LNB does not display the path the user took to get to their current location, thereby eliminating a key piece of information that provides context to the user and helps them better understand the information architecture of the site and their location within it.

The inconsistency also hinders the backwards navigation by users. As an example, once users enter the Library link (see the call-out box above), they are unable to return to the section that brought them there because the headings at that level no longer appeared on the left menu. This problem is found on many sections of the site, especially in deeper levels of content.

A lack of consistency also exists between the three branches listed under the "General Index" heading (President's Office, Programs Branch, Resources Branch). When clicking on the "President's Office," the LNB does not change (all the other headings remain); however, when clicking on the Programs Branch, the LNB changes to list only sub-headings of the Program's Branch, while the other headings (President's Office and Resources Branch) disappear altogether. This can be especially confusing for users given that the navigation scheme for different parts of a site are generally expected to behave in the same manner.

**#2. Recommendation:** Provide a consistent Left Navigation Bar (LNB) that appears across every page. To avoid the menu becoming too long, the menu should be expandable, where upon the selection of a major heading, the sub-headings below it appear for the duration of the visit to this section. If this requires migrating the Intranet to a different server that does not also host the Internet site, then this should also be done.

### Hierarchy

Hierarchy is also a problem with the LNB. Users reported being comfortable with the "General Index" page, which provides a navigation scheme tied to the organizational structure of IDRC; however, while navigation starts out being based on the organizational structure of IDRC, the hierarchy is not consistently reflected in the Left Navigation Bar. For example, in the above series of screen captures of the LNB, the second image from the left shows the "General Archives" and "Reports to the Board" as the lower level of hierarchy for the President's Branch while "Communications", "Evaluation", and

"Policy and planning" are in line with the main "President's Office" link. This is confusing since the two lower-level links are not related to the organizational hierarchy while the three in-line links are.

*#3. Recommendation: A more appropriate LNB layout would be to have "Communications," "Evaluation," and "Policy and planning" directly below the President's Office link and slightly indented as indicated below. Show the organizational hierarchy by indenting sub-bullets in the LNB. Sub-bullets should only be shown – in an expanded menu - when visiting a given branch/page.*

> **President's Office**  
    ▽ Communications  
    ▽ Evaluation  
    ▽ Policy and Planning

#### *Navigating Home*

Of the 4 images of the LNB above, the first from the left is taken from the ECHOnet home page. One user looked at the heading "Intranet" and commented: "I know it's the Intranet". All of the links shown below indicate that they are lower in terms of site hierarchy to the Intranet, This link could serve a purpose, by enabling users to return 'home' from any point in the site, much like clicking on the banner does. However, based on the research, most users do not use it for navigation because they seem unaware that it serves this purpose. Currently, many users are using their browser "home" button to return to the main page. This adds an additional, and frustrating, step since this brings users to the IDRC Intranet splash page.

*#4. Recommendation: The home button for browsers could be customized and take users directly to either the French or English home page of the Intranet (rather than the splash page), thus eliminating the extra click to get to the home page using the "home" button.*

*#5. Recommendation: As a general rule, all graphical links should be supplemented with corresponding text links. Therefore, providing an "Intranet Home" link in the LNB that is present across all pages of the Intranet would enhance the functionality of the current 'Intranet' heading, provide a corresponding text link to the banner, clarify the purpose of the existing link, and make it easy for the user to navigate home.*

#### *Headings*

The heading "General Index" does not provide a clear indication of the information it contains and risks confusing users. Furthermore, the "General Index" portion of the architecture contains the vast majority of the content on the Intranet site under the three program headings (President's Office, Program's Branch, Resources Branch), yet these headings are hidden under a heading that is a) not very descriptive of the type of information it contains, and b) an added layer of navigation (an extra click) that could be removed.

*#6. Recommendation: Headings should provide strong cues that orient viewers and inform them about a page's organization and structure. To this end, it is important to use carefully selected headings, with names that clearly describe the information or functions to which they relate. As such, the heading "General Index" should be removed.*

Another area where interviewees felt the heading was not descriptive enough was the link "'In the Regions." Users made the following comments over the course of their interview:

- "I can never find the regional office."
- "How do I get to the regional Web sites?"

When shown the link "In the Regions," users had the following comments:

- "Oh there it is. I never knew that was there."
- "Ah! Great."
- "When I see that, I don't immediately think 'Regional Offices.'"

*#7. Recommendation: A change to the title “In the Regions,” to something like “Regional Offices” would greatly enhance the access to and navigability of the Regional Office pages since that terminology would be more closely aligned with the user language that is most often used to discuss them.*

#### *Homepage Real-Estate Allocation*

An additional feature that challenges the utility of the LNB (specifically from the home page) is that the “Quick Links” box on the front page dominates the screen, drawing in users at the expense of the LNB. As such, some users view this as the primary method of navigating the site. This can hinder navigability since it disappears once users leave the main page.

Another comment made by users in reference to the LNB was that it does not stand out or isn’t eye-catching. Comments included:

- “The text is too small.”
- “The green on green makes it hard to read.”
- “I’ve never really noticed this next to this green box [Quick Links].”
- “There’s not enough contrast.”

The current design of the LNB makes it fade into the background and difficult to read, which is exacerbated by the “Quick Links” box that currently attracts a degree of attention disproportionate to its navigational importance.

*#8. Recommendation: Since the LNB is the primary method of navigating the site, it should be highly visible, easy to read, and attract the eye of the user. This might include using brighter colours, larger font and heightened contrast between the background colour and the font colour. Recommendations about the “Quick Links” box appear later in the report.*

#### **Path Statement**

The path statement (or “breadcrumbs”) is a very useful tool that tells users exactly where they are on the site and the path they have taken to their current location. Furthermore, breadcrumbs, which are clickable, facilitate navigation by providing an additional navigational option that complements the LNB. While users often first looked to the LNB to navigate backwards through the site, their second instinct was to go to the path statement. Users appreciated the breadcrumbs and found them helpful.

To truly be useful to users, breadcrumbs should be clear and descriptive. Below are four images of the path statement from the IDRC Intranet:

IDRC.CA > INTRANET

IDRC.CA > INTRANET > General Index > PRESIDENT’S OFFICE

IDRC.CA > INTRANET > General Index > Communications

IDRC.CA > INTRANET > General Index > Communications > Publishing

Again we see the use of the heading “General Index.” This provides little value to helping the user understand where they are on the Intranet since the term is not very descriptive. Moreover, reading the path statement on the third and fourth lines tells users that they arrived to the Communications branch via the General Index and that this also represents the hierarchy of the information. The third and fourth path statements above would be more descriptive and accurate if the “General Index” link were replaced with the “President’s Office” link since this is where communications is located hierarchically.

*#9. Recommendation: Ensure the path statement accurately reflects the true path taken. If the section is hierarchically organized (according to the structure of the organization), for consistency, this hierarchy should be reflected in the path statement as well.*

The two first links in the path statement are useful. The first link enables users to quickly access the IDRC public site. The labelling of this link, 'IDRC.CA' is descriptive since the '.CA' tells users that that link brings them to the IDRC Web site. The following link 'Intranet' is not as descriptive, but as discussed above, serves an important purpose. A more descriptive label, such as 'Intranet Home' would add clarity to the path.

The current design of the path statement uses a mix of upper case and lower case letters, and the variance can be somewhat jarring, especially in the use of upper case letters.

*#10. Recommendation: The path should use a consistent and easy to read text, preferably in lower case for easier reading.*

Finally, though it does appear very regularly, the path statement should appear, in a consistent format, on every page of the Intranet. However, the following pages did not contain path statements:

- Management Policy Manuals  
[http://intranet.idrc.ca/en/ev-34050-201-1-DO\\_TOPIC.html](http://intranet.idrc.ca/en/ev-34050-201-1-DO_TOPIC.html)
- Management Policy Manuals: Volume 1 – Personnel Administration  
[https://intranet.idrc.ca/en/ev-34051-201-1-DO\\_TOPIC.html](https://intranet.idrc.ca/en/ev-34051-201-1-DO_TOPIC.html)
- Management Policy Manuals: Volume 1 – Personnel Administration, Section 4: Management of People at Work  
[https://intranet.idrc.ca/en/ev-34059-201-1-DO\\_TOPIC.html](https://intranet.idrc.ca/en/ev-34059-201-1-DO_TOPIC.html)

*#11. Recommendation: The path statement should appear on every page.*

One particular section of the Intranet that was noted as being particularly difficult to navigate was the Human Resources page. One user commented a significant amount of time is wasted by people who cannot find information in this section and by those who are then contacted to help them find the appropriate information. Another user commented, "I've gone here to look for staffing authorization forms but I couldn't find them, and that's because they're not here, they're under 'All Forms.' It should be in both places". Three users also cited the GAD site as being particularly difficult to navigate and find information on.

*#12. Recommendation: Conduct a review of information Architecture, layout and content of the Human Resources and GAD sections of the Intranet.*

### 3.3. DESIGN AND LAYOUT

This section explores the overall design of the Intranet as well as certain layout considerations. The majority of the layout discussion of the Intranet refers to the ECHOnet home page and is explored in full detail in section 4.1 below. General comments about the overall look and layout of the Intranet include:

- "It's cluttered at the top."
- "It could reflect more what our identity is as an organization in terms of where we work and what we fund and what we do."
- Travel page: "The travel restrictions should be at the top. The DFAIT travel information on the right is easiest to find, but not the most important."

"It could reflect more what our identity is as an organization in terms of where we work and what we fund and what we do."

#### 3.3.1. PAGE DESIGN

Interviewees demonstrated mixed feeling about the overall appearance of the Intranet. Generally, users did not like its look and feel; however, they typically agreed that this was not of greatest import. The Intranet was seen as a tool for them to use to do their job, not requiring extensive graphics or animation. Comments on the appearance of the site included:

- "The primary colours of the site do not match well with the banner."

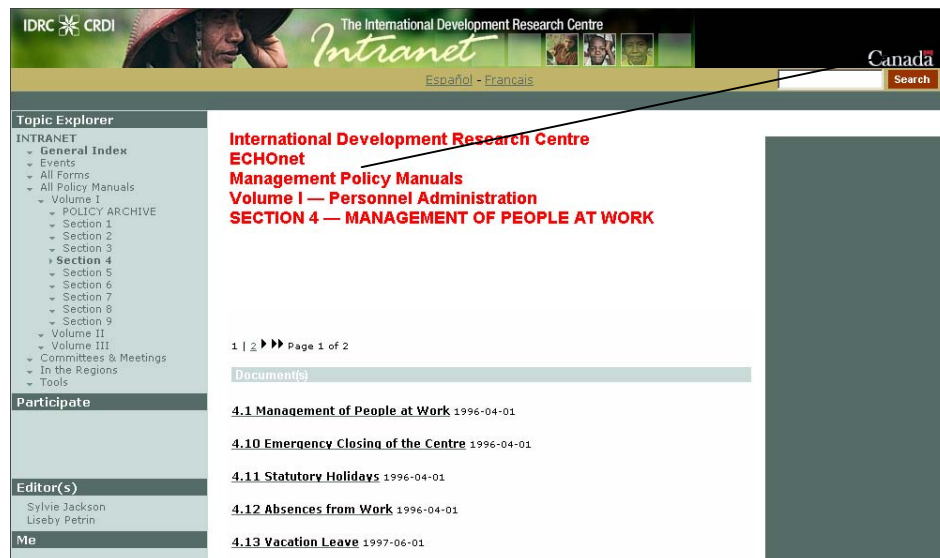
- "Like the colours of the banner but the rest of the colours are not nice."
- "Like the colours of the public site as well."
- "Colours are OK."
- "Not attractive."
- "Mix of colours (although not really important)."
- "Colour is soft but the green on green is not very attractive."
- "Colours are good."
- « Moi, j'aime les couleurs. Je trouve que c'est relaxant. »
- "It looks too administrative."

Although general displeasure with the look of the site was of limited importance, minor changes to the colours could make a dramatic impact on the appeal of the site. Positive comments were made with respect to the design of the IDRC public site as well as about the banner on the Intranet. Expanding this style of design to the rest of the page should be explored further.

*#13. Recommendation: Add more lively colours to the site to heighten contrast of key elements and to make important sections stand out more (e.g., LNB).*

In some cases, the page titles became somewhat cumbersome, especially in areas that are located more deeply in the site. The result, as shown in the page below is a disproportionate amount of page space allocated to the title. This gives the page in question an unbalanced and awkward look.

*#14. Recommendation: In order to preserve an uncluttered look, titles should be kept to the bare minimum needed to allow the reader to understand where they are located and what type of information the page contains.*



### 3.3.2. TEXT AND FONT

The choice of text on a Web page is important not only for its aesthetics, but more importantly, for reasons of accessibility and readability. Size, colour, and font all play an important role in making information easy to read, access, and process. Though one user specifically liked the font, saying "the font is good and easy to read," other users provided the following feedback:

- "I don't like the font; it's retro."
- "Awful colour of font."
- "It needs more contrast in colour."
- "The font is *almost* too small."
- "The font in the headings is too small."
- "The font on the left navigation is too small given how important it is."
- "The words are hard to read. You need more contrast between them and the box."



- "Underline on words in quick links makes it harder to read."

*#15. Recommendation: Make the font in the LNB bigger and with greater contrast for added readability.*

### 3.4. CONTENT

Users feel that there is a significant amount of high-quality, comprehensive content on the IDRC Intranet. Comments regarding content were sporadic yet covered all areas of the site. This indicates that content concerns relate to small errors or oversights rather than major informational gaps.

Though participants felt that the Intranet contained a wealth of information, the currency of the information was raised on more than one occasion. One user specifically mentioned the PRAS on the Human Resources site which, although they were submitted on February 18<sup>th</sup>, had not been posted as of the date of the interview (end of February). Though policies and guidelines for content publishing do exist currently it seems, based on the usability interviews that users, especially those who are responsible for publishing content, are not aware of them.

Consequently, the communications branch should ensure that all of those who have been granted the authority to post on the intranet are aware of and following these policies. Furthermore, content should be regularly assessed by Publishing to ensure that it is compliant with the above policies.

*#16. Recommendation: Communicate current posting, maintenance, and archiving policies to all users who have the authority to post on the IDRC Intranet.*

*#17. Recommendation: Allocate resource time to conducting regularly scheduled sample checks of IDRC Intranet content to ensure that it is compliant with policies related to maintenance and archiving, and that it is also pertinent, i.e., complying with publishing guidelines.*

Other content related comments include:

- "Brown bag lunches are not really an 'event.'"
- HR Policy Manual: "the section heading are not very descriptive and don't tell me what information is in each section... maybe sub-bullets or a bit of text would help."
- "Is there an archiving policy for the Intranet? I don't know of one, but if there isn't, there should be. If there is a policy, people need to know about it. That would help keep the information current."
- "I would like to see pictures of people; different teams, pictures in the directory..."
- "I would like the pages to give me a bit more context about where I am and what is on this portion of the site"
- "The regional offices need better sites and more prominence within IDRC."
- "The publications are lost and hard to find. I rely on the public site for these."
- "There used to be a section that announced arrivals and departures of staff at IDRC. Now it's gone and I don't know why."
- "Give people the information they need to do their job."
- "There's no consistency for the regional office sites. ESARO does not even have their own site and neither does SARO. ASRO does though. Why? They should all have their own pages with more information than this [what is currently available]."

*#18. Recommendation: Add contextual information to pages to provide users with a sense of where they are and what they should expect to find on that page. This information should be very brief.*

*#19. Recommendation: Initiate a full review of and enhancements to the pages for all of the regional offices. Endeavour to provide complete and consistent (i.e., standardized) information while maintaining individual identity. Give additional prominence to these sites from the main page.*

*#20. Recommendation: Consider adding arrivals and departures of new staff either as its own section or as news items.*

*#21. Recommendation: Create a Site Map.*

### 3.5. FUNCTIONALITY

The Intranet site was generally perceived to have a good level of functionality. Although the interviewees did not indicate major functional issues in the interviews, the interviewer made observations on how users navigated the site, which indicates potential areas for improvement. These observations include:

- When trying to do a search, two users accidentally used the “IDRC Directory” box.
- Users were not aware that by hovering over an acronym, the expanded text of that acronym appeared for them. Users were delighted when they discovered this.
- Though certain users have authorization to create events, they cannot subsequently return to an event they created to make modifications once it has been posted.

*#22. Recommendation: Place the IDRC Directory Search and the Search feature close to one another and label them so that users can clearly differentiate them and use the appropriate one.*

*#23. Recommendation: Communicate all Intranet enhancements (such as the acronym tool) to users via the news page. Supplement this with a FAQ on “Using the Intranet” that could be periodically updated as changes are made.*

*#24. Recommendation: Allow those with authorization to create events to also edit them as many times as required after the initial uploading.*

*#25. Recommendation: Create a “Feedback” button for users to communicate with the Site developers to highlight any issues. This feature should be on every page and appear high enough on the page that users do not have to scroll down to find it.*

#### 3.5.1. ROOM BOOKINGS

Participants described room booking feature as easy to use and very functional. Nonetheless, several potential improvements were noted for this feature, focusing on usability enhancements through the following changes:

- The booking should capture “who” is booking the room. Sometimes this information is volunteered by the organizers, but this information is not mandatory.
- “It would be nice to know what equipment is available in which room, although I like that the phone extension of the room is given.”
- The “features” of rooms are not available. “You have to know the rooms to know which one is best for the needs of your event/meeting. It would be nice to know things like: does the room have a window? Which rooms have LCD screens? Which rooms have a projector? Things like that.”
- “Meetings are usually scheduled by the half hour. The duration for meetings should be in the form of a drop-down menu.”
- “You cannot modify the information for a meeting remotely. It has to be done from the computer where the meeting was originally booked. You should be able to modify the meeting from the login that booked the meeting, not the physical work station.”

Some of the points above noted that users could not access room amenities from the “Room Bookings” tool. However, this information is available and easily accessible, it simply was the case that users were not aware of it. By clicking on the room number at the top of the main table, users are taken to a page that lists all of the available rooms, and upon clicking on these links, room amenities, complete with a photograph are listed.

Each room number is a link leading to a list of rooms where the user can see a list of amenities and a photo (See image below).

These headings should be underlined and change colour when moused-over to convey to the user that they are links.

#26. Recommendation: Underline the room number headings and make them change colour or bolding upon mouse-over to convey to users that they are links. There could also be added to the main page of the bookings, a short explanation reading, "click on the room number to view its amenities."

#27. Recommendation: Enable room bookings to be modified by the user that created it. Allow users to do this by login in at any computer, rather than limit the ability to make changes to the original workstation where the booking was created.

#28. Recommendation: Make the name of the person booking a room a required field to allow others to see this information in booking details.

### 3.5.2. IDEAL FUNCTIONALITY

During the interviews, users indicated new functions that they would like to see added to the Intranet. Some of these ideas illustrate that the users are "thinking big," and while some may not be necessarily practical, they do provide insight into the functionality that users would like to derive from the Intranet

- "Have the ECHOnet on a big monitor in the front foyer of the building so that people could see the news when they come into the building."
- "I think [the Intranet] needs an internal buy/sell/trade." (A feature that allows employees to post items for private sale, or browsing.)
- "It would be great if the site had personal memory, where site remembers the most commonly used links for each user and provides customized quick links."

- "A blinking section for travel restrictions that are posted. This information is really important to staff who travel a lot."

*#29. Recommendation: Explore the possibilities for creating an internal employee buy/sell/trade feature.*

## 4. SECTION SPECIFIC FINDINGS & RECOMMENDATIONS

### 4.1. ECHONET HOME

The Echonet home page is the main entry point to the IDRC Intranet. As such, a significant amount of time was devoted to discussing the various pieces of information found here. Respondents identified several opportunities to improve the usability of this section. Overall, users felt that there was a lot of good information on this page, but that it was somewhat crowded and hard to navigate. Below is an image of the page along with a selection of the comments users provided in relation to different areas of the page.

The screenshot shows the IDRC Intranet ECHOnet home page. The page has a header with the IDRC logo, the text 'The International Development Research Centre', and 'Intranet' in a large, stylized font. Below the header is a navigation bar with 'IDRC.CA > INTRANET', a search bar, and a 'FIRST AID # : 7777' link. The main content area is divided into several sections: 'Topic Explorer' on the left, 'ECHOnet' in the center, 'Coming Soon' below it, and 'Events >>' on the right. The 'Topic Explorer' section includes links to 'General Index', 'Events', 'All Forms', 'All Policy Manuals', 'Committees & Meetings', 'In the Regions', and 'Tools'. The 'ECHOnet' section has a grid of links for 'News', 'You & IDRC', 'Tools', 'Travel', 'Health', and 'Project Help'. The 'Coming Soon' section lists upcoming events like 'Brown Bag Film Presentation' and 'Brown Bag Lunch'. The 'Events >>' section lists various events with dates and times. The 'News' section lists recent news items with dates. The 'Topic Explorer' section also includes a 'Links' section with 'Competitions', 'Room Booking', 'Upcoming Events', and 'Echonet Archives'. A 'Weather' widget shows 'Ottawa 10:39 Wednesday, March 9, 2005 -15°C Drifting Snow'. The 'Participate' section has a 'Search' bar and a 'Me' link. The footer includes 'Login', 'Important Notices', 'Copyright 1995 - 2005 © International Development Research Centre', and the 'Canada' logo.

Comments and annotations on the page:

- "The banner is nice."
- "This page is too crowded."
- "This is how I find what I want."
- "Why is this so high?"
- "This is redundant with the 'coming soon' section."
- "This is nice."
- "This should link to the Regional Offices."
- "This should be moved up."
- "What is that?"
- "Too much information here."
- "I assume this is the primary way of finding things on the site."
- "The words are hard to read."
- "How is this different from 'Events'?"
- "Everybody uses this section."

#### 4.1.1. THE GREEN "QUICK LINKS" BOX

Each interviewee was aware of this section of the page but provided mixed reactions to its utility. Many users viewed this box as the primary method of navigating through the various sections of the site. When navigating, most users used this section to access the rest of the site.

Users had the following positive things to say about this section:

- “I use this as the main jumping-off point for the site.”
- “It serves a purpose.”
- “I like that there’s lots of detail. In the green box, you can find important things easily.”

“Dense, but I would be lost without it.”

Despite the fact that the interviewees used this section extensively, it was also the source of frustration for them. Many were not aware it was intended as a quick links box and that it did not provide access to every section of the site. Users became frustrated that this section did not provide the functionality of the primary navigational tool for the site, since they assumed this was the primary navigation.

*#30. Recommendation: Incorporate the useful features (subject-based navigation) of the “Quick Links” box into a permanent navigation feature, such as in the Left Navigation Bar or in a new Top Navigation Bar. See [Section 5.1](#) for more information.*

Comments from interviewees that identify opportunities for improvement to the “Quick Links” box include:

- “Titles are not informative and somewhat cryptic.”
- “‘Google world news’ - what’s this thing about... why?”
- “I don’t use lots of the info on here, but I do use the converter.”
- “Too much information here.”
- “The words are hard to read. Need more contrast between them and the box.”
- “Too many links.”
- “I do not understand why the links are in that order.”
- “I might organize it differently.”
- “This is a good representation of the views of 15-20 people.”

From these comments, it is evident that while users do rely on this section for navigating the site, its appearance and functionality need improvement. Many users expressed ways in which they would change the links to tailor it to their needs. However, there was no consistency across users as to how they would do this because they each had unique needs. However, there already exists a feature (the “Me” heading) allowing users to select their own list of favourite or frequently used pages, but users are unaware of it.

*#31. Recommendation: Change the “Me” heading to a more descriptive title, such as “Customization Features” or “My Intranet” and move it to the right navigation bar where more users will see these features. Also provide instructions on what each section can do and how they can be used, indicating the potential of this feature for users who are not logged in.*

### **4.1.2. LINKS**

Of the various sections found on this page, the four links provided in the red boxes received the most negative feedback. Only one user interviewed found these to be truly useful. The rest of the users had mixed awareness that these boxes were even there but all found them to be of minimal utility. Some general comments include:

- “These do not really add much value, they should be removed.”
- “Travel Advisory link would be more useful.”

“Competitions” was seen as useful information, but overlapping with the news section. Users commented that they noticed the upcoming competitions in the news section and that they did not see much purpose in going to this link.

- “‘Competitions link’, I use the one in the News section.”

The “Events” section garnered the most comments from interviewees, who indicted that there was significant overlap between the “Events” link here and the “Coming Soon” section in the middle of the page.

- "Events are redundant when compared 'Coming Soon' section."
- "I never use this. I rely on the 'Coming Soon' section instead."
- "I don't use the events link because it is found on the 'Coming Soon' page."
- "Once an event is finished it should be purged. It used to be like that."
- "I've never noticed this. I thought 'coming soon' was 'events'."

Only one user specifically commented on the archives link and they user found it to be particularly useful.

*#32. Recommendation: Remove the "Links" section altogether and place "Upcoming Events," "Echonet Archives," "Room Bookings" and "News" as additional headings in the LNB.*

#### **4.1.3. COMING SOON**

Users were very aware of this section of the page and also unanimously agreed that it was useful, most using it on a daily basis. Comments highlighting potential improvements to this section include:

- "I'm not sure which events are public or not."
- "How is this different from 'Events'?"
- "'News' is more interesting. This section tends to be more internal/brown bag events."

*#33. Recommendation: Use consistency in naming the "Events" section. Presently it is called "Coming Soon," "Upcoming Events," and "Events". These should be collapsed into one name, such as "Upcoming Events." The home page should list 4 or 5, followed by a link to "More Upcoming Events."*

*#34. Recommendation: In addition to the "When" and "Where" fields of an event description, events should be clearly identifiable as being internal or public. As such, a designation of this sort should be used for all events listed. For example, a "P" for public events or an "I" for internal events could precede every listing.*

#### **4.1.4. NEWS**

This section was deemed to be the most useful section found on this page. Every interviewee noted that they were aware of this section and used it frequently. Users commonly had the following points of contention with the news section:

- It is too low on the on the home page, given its relative level of importance to other sections such as "Events."
- There are too many news items listed at any given time.
- Some news content is not corporate and therefore less appropriate in this section. Examples given include "ASRO email," "World Support Newsletter," "ESARO Mail Server Upgrade," "Preferred Hotels," "New Grandfather in ICT4D."

*#35. Recommendation: "News" should appear above the "Coming Soon" section. It is more relevant and visited more often; users do not like having to scroll down to find the information they find most important.*

*#36. Recommendation: Limit the number of news items to about 4 or 5 of the most recent ones, followed by a link to "More News" where additional current and archived news items would be available.*

*#37. Recommendation: Provide a brief 1-2 line description of the article below the link to allow users to quickly scan a story before committing to click on it. This allows users to look before they leap.*

*#38. Recommendation: Review policy that defines what news items are appropriate content for the "News" section. Preserve the main page for corporate news information. Create a new section to contain news of a personal nature and other items that are not corporate in nature. Communicate this policy with those who have the authority to post news items.*

#### 4.1.5. AROUND THE WORLD

There were many things that users liked about this section, including:

- It reminds everybody of the global presence of IDRC (through use of a graphic).
- The local and overseas weather updates.
- It provides local time in the different regions.

There was one overriding comment, however, that was made by the majority of the 8 users who were interviewed: The links on the map brought users directly to the Weather Network's Web site homepage, which was very confusing for users. They expected to be taken to the site of the Regional Office on which they clicked. Users like that the weather is shown when you hover over the link, but every user was surprised when they clicked on the link and were brought to the weather network page. When following the links on the map, interviewees had the following to say:

- "What is this page?"
- "Is this the regional office page?"
- "I would expect to find information on the regions."
- "I want information on the people in the regions, not the weather."

"I would expect to find information on the Regions."

Two interviewees specifically commented that they felt the regional offices did not receive enough prominence in IDRC and that the map remedies this, but that linking to the regional office pages would be even better. These same two users also commented that the title is inappropriate and should be renamed "IDRC in the Regions" or "IDRC Regional Offices," claiming that the current title "Around the World" did not convey the contents accurately.

*#39. Recommendation: Links on the "Around the World" map should go directly to the Regional Office sites rather than to the Weather Network. If the link to the Weather Network is kept, it should go directly to the page for the specific city in question, rather than to the Weather Network homepage.*

*#40. Recommendation: The "Around the World" map should be renamed to be more descriptive, e.g., "Regional Offices."*

One user also commented that they would also like to have the map on that page since knowing the current time in various regions is very useful when navigating on the directory and hoping to contact colleagues abroad.

*#41. Recommendation: Keep the "Regional Offices" box as a permanent fixture in the LNB that remains on every page.*

#### 4.1.6. IDRC DIRECTORY

The IDRC Directory is talked about in detail in a later section of this paper. This section highlights the comments made by interviewees on the IDRC Directory shortcut that is provided on the ECHOnet main page.

There are two general themes that emerged from these comments:

- Interviewees were using this more than any other section of the site and relied heavily on it.
- Given its relatively high level of importance, the link is located too low on the LNB and users do not see it unless they scroll down on the home page.

"Make the Directory more visible. Put it higher on the page. Often people from the Centre don't even know it's there."



All of those interviewed made comments supporting the second comment noted above. Only one interviewee did not use this section frequently. This was only because the user was not aware that the directory existed, which prompted this user to comment that perhaps it should be moved higher onto the page since it seemed like a useful tool.

*#42. Recommendation: Move the Directory Search box upwards (above the fold) on the LNB so that users do not have to scroll down to access this most frequented tool.*

#### **4.1.7. OTHER**

There were also other comments about other specific sections of this page:

##### **“Search” (Top right)**

- “This is how I find what I want.”
- “I confuse this with the Directory.”

##### **“Editors”**

- “Why is this so high?”
- “This should be switched with the Directory.”

##### **“Participate” and “Me”**

- “What is that?”
- “How do I click on this anyway?”
- “What are these headings, there’s nothing in them.”

##### **“First Aid #”**

- “If it were an emergency, I don’t think I would look here for this information.”

*#43. Recommendation: Place the “Editors” section near the bottom of the page on the LNB, where this type of information is more customarily located.*

## **4.2. GENERAL INDEX AND BRANCHES**

Overall, the interviewees liked the layout of this page. They found that the links were all clear and that, because it was shown as IDRC’s organizational structure, it was familiar giving them a better sense of where to look to find the information or group they sought.

The most common comment about this section was that several of the headings and titles in the organizational structure were not hyperlinks. Users were confused as to how to get to these sections. Three users had, until the date of the interview, assumed that there simply was no page that could be linked to.

"Why can't I click on this?"

"So how do I get here?"

"Where did the map go?"

"I thought this was the heading for the links below."

**Topic Explorer**

**General Index**

- **PRESIDENT'S OFFICE**
  - Communications
  - Evaluation
  - Policy and Planning
- **PROGRAMS BRANCH**
- **RESOURCES BRANCH**
  - Finance & Administration
  - Grant Administration Div.
  - Human Resources
  - Health Services
  - Information Technology
  - Library
  - Travel
  - Workload
  - Staff Association

**Participate**

**Editor(s)**

**Me**

**IDRC Directory**

Search

ID: 45213  
Added: 2003-10-08 10:04  
Modified: 2005-01-13 13:05

### General IDRC Index

**President's Office**

- Executive Office
- Office of the General Counsel
- Office of the Corporate Secretary
- Audit Services
- Policy and Planning Group
- Evaluation Unit
- Communications
- International Secretariats**  
EMS, OCEEI, EEPSEA, RITC, BELLANET, IMFNS, SISERA

**Board of Governors**

**President**

**Program and Partnership Branch**

- Special Initiatives Division
- Environment and Natural Resources Management
- Social and Economic Equity
- Information and Communication Technologies for Development
- Partnership and Business Development Division

**Regional Offices**

ASRO (Singapore) \*  
SARO (New Delhi)  
ESARO (Nairobi) \*  
WARC (Dakar)  
MERO (Cairo)  
LACRO (Montevideo)

**Resources Branch**

- Office of the Vice-President
- Grant Administration Division
- Finance and Administration Division
- Human Resources Division
- Information and Technology Management Division
- Research Information Management Services Division

**WCMS quick guide**

2004

How to change your password, retrieve lost passwords, check to see if you have an account etc.

**Link leads to public site.**

- President's Office
- Communications
- Evaluation Unit
- Policy and Planning Group
- Program and Partnership Branch (PPB)
- Office of the Vice-President, Resources
- Finance and Administration Division
- Welcome to GAD (Grant Administration Division)
- Human Resources
- Health Services  
Emergencies, Health Services and committees at work and on the road...
- Information Technology Management Division
- Research Information Management Services Division  
IDRC's Research Information Management Services Division (RIMSD) provides research information support for IDRS staff.
- Travel

"Yes. This seems right."

"I like that I can click on this."

"Whys is this a link but the other two aren't?"

"Ah! There are the regional offices. I never noticed that before."

"These don't have any context."

"I didn't even know these were here. I've never scrolled down on this page."

#44. Recommendation: Ensure that all headings on the current "General Index" page are links.

#45. Recommendation: Reformat and re-situate the footnote "Link leads to a public site" away from the list of links below it so that it does not look like a heading.

#46. Recommendation: Provide a short blurb under the major links that are headings to allow users some contextual understanding about the page to which it links.

#### 4.2.1. PRESIDENT'S OFFICE

Interviewees showed mixed reactions to this page. The majority felt that they, personally would not refer to it, but could see its value and use for others. The interviewees expected the content of this page to be the information that was listed in the left navigation bar. This was largely because the General Index followed the IDRC organizational structure, which set the expectations for users.

One user felt that this section had a mix of three different types of information:

1. Information on the President
2. Official business of the President's Office

### 3. Things that the President said

This same user noted that these different types of information lead to confusion as to what should be expected on this page and what the purpose of it was. In the view of this user, the second type of information noted above is what was deemed to be the appropriate content for this page.

Conversely, another interviewee enjoyed the information directly relating to the President and even felt that the President still seems too distant. This interviewee commented that they would enjoy seeing a more personal touch from the President here (picture, biography, etc.).

The screenshot shows a web page titled "President's Office". On the left is a "Topic Explorer" sidebar with a tree structure. The main content area lists various documents and links. Annotations are provided in callout boxes:

- Callout 1: "Not a title that tells me very much." points to the "President's Office" title.
- Callout 2: "Why is that here?" points to the "General Archives" link in the sidebar.
- Callout 3: "Is this the President's site or the President's Office?" points to the main content area.

**Topic Explorer**

- General Index
- PRESIDENT'S OFFICE
  - General Archives
  - Reports to the Board
  - Communications
  - Evaluation
  - Policy and Planning
- PROGRAMS BRANCH
- RESOURCES BRANCH
  - Finance & Administration
  - Grant Administration Div.
  - Human Resources
  - Health Services
  - Information Technology
  - Library
  - Travel
  - Workload
  - Staff Association
- Participate
- Editor(s)
  - Diane Ryerson
- Me
- IDRC Directory
  - Search

**President's Office**

- [General Archives](#)
- [President's Reports to the Board of Governors](#)

**Document(s)**

- [IDRC's Response to the Asian Tsunami](#) 2005-02-08
- [President's Travel](#) 2005-02-02
- [President's Post-Board Message to Staff -- Autumn 2004](#) 2004-12-21
- [Biographical Notes](#) 2004-07-28  
Also available in French and Spanish
- [Curriculum Vitae](#) 2004-07-26  
Also available in French and Spanish
- [President's Objectives and Measures, 2004-05](#) 2004-04-22

**Website(s)**

- [President's Speeches](#)  
Transcripts of speeches delivered by Maureen O'Neil  
[Read more...](#)

ID: 41712  
Added: 2003-08-05 12:16  
Modified: 2005-02-08 16:10

#47. Recommendation: Divide the "President's Office" page into clear sections reflecting the main types of information provided. Categories could include: About the President; Reports & Documents; and Speeches.

#48. Recommendation: Move the "General Archives" link on the "President's Office" to the bottom of the page and rename to a more descriptive name (President's Office Archives") with a short description below to add context.

#### 4.2.2. PROGRAM AND PARTNERSHIP BRANCH (PPB)

The majority of the comments on this section related to difficulty understanding the information provided. Two interviewees commented that some of the information seemed out of date while others pointed to information they believed simply did not belong here. One user explained that the *Regional Directors' Report to the Board* does not belong in this section and another felt that the *Recommendations for a new Rolling PCR Process (PCR)* belongs under the Evaluations Branch - "If I were looking for this information, they would go to the Evaluations Branch."

One interviewee also disagreed with the overall structure of this section. This interviewee stated: "There are 5 groups in this branch – 3 program areas, partnership, and special initiatives. I don't get this from here [left navigation bar] or here [information in centre]."

"Why did this change. This confuses me."

"There are 5 groups in this branch; this isn't clear to me here."

**Topic Explorer**

**PROGRAMS BRANCH**

- General Information
- Program Areas
- DPAs Report
- RDs Report
- Program Leaders Forum
- HR Development
- Program Framework (PF1)
- R-PCR@
- PPBMM
- matrix mgmt
- Nov 04 BoG ppt

**Participate**

**Editor(s)**

Rossana Montoya  
Anne-Marie Legault  
Carole Laplante  
Veronica Suarez  
Kamathe Katsongo

**Me**

**IDRC Directory**

Search

ID: 41936  
Added: 2003-08-08 10:16  
Modified: 2004-11-16 17:05

### Program and Partnership Branch (PPB)

This site operates mainly in English.

- General Information  
PI and RO membership tables, PI meetings calendar, PI travel allocations, etc.
- Program Areas  
To PIs' intranet sites.
- Program of Work and Budget (PWB)  
Narratives, tables and presentations to the Board
- DPAs Report to the Board
- Regional Directors' Reports to the Board
- Program Leaders Forum  
Minutes
- HR Development
- Program Framework (PF1)  
PF1 related documents submitted for the June 2004 Board of Governors meeting.
- Recommendations for a New Rolling PCR Process (R-PCR)  
Please post your comments and suggestions using the weblog. This page is operated by the Evaluation Unit.
- PPB Management Meetings  
Minutes

**Global Stakeholders' Panel: Second Report**

The results of the 2nd 2020 Fund Survey - concentrating on NGO leaders.

Maintaining Centre Records on Publications, and Outside Activities

"This isn't part of this branch."

"The PCR report is part of the Evaluations branch."

A common problem experienced by interviewees when using this page was navigating back to the main page. Users tended to look to the left navigation bar for a link to the home page or to the general index, but could not find one. Reactions to this included long pauses, scrolling up and down, and general confusion. When asked to return to the main page, one user searched for the link and then said, "OK, now how do I get out of here?"

Other comments for this section include:

- "Headings are good."
- "This is fairly good because it gives me info I want. Not too much."

**#49. Recommendation: Make information available according to the 3 program areas, Partnerships, and Special Initiatives for the Program and Partnership Branch,**

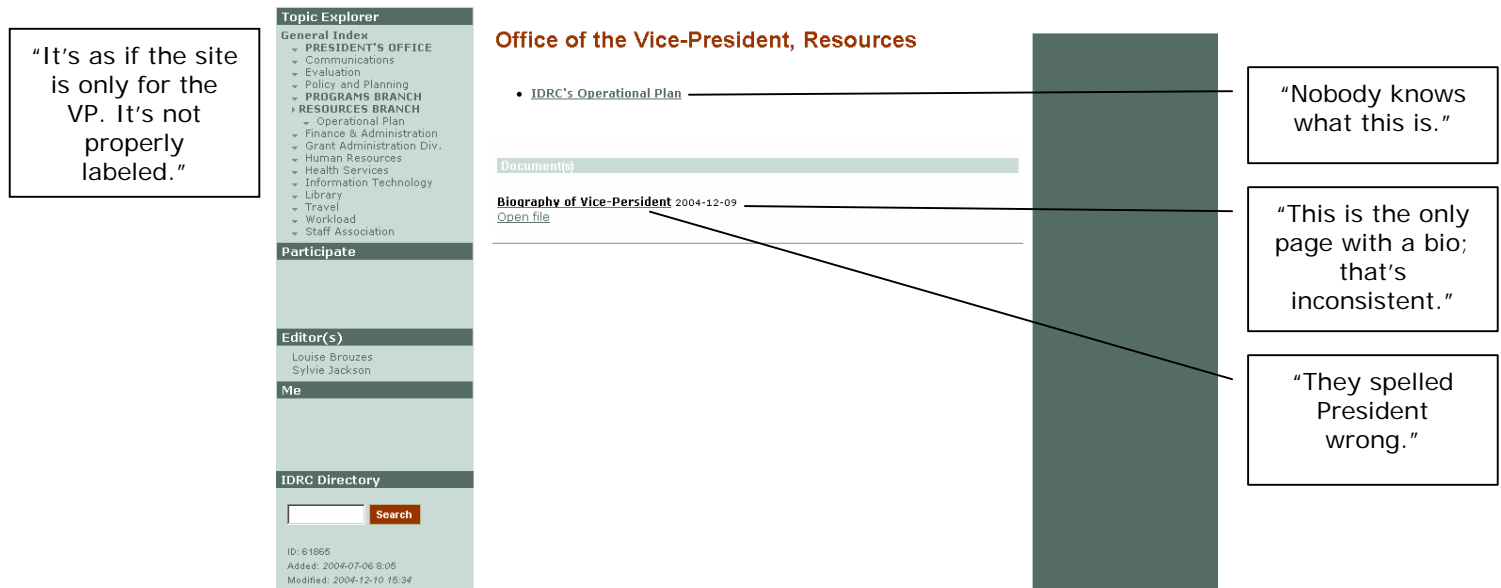
### 4.2.3. RESOURCES BRANCH

The content on this page is currently not aligned with the content of the other departments within IDRC. It is an example of a section that does not provide the level of content that users expect of the Intranet at its current level of maturity. Consequently, the Communications Branch is presented with an opportunity to reach out to the Resources Branch in more of a "push" fashion to help the branch develop the richness of content that is expected by users.

Users' comments illustrate clearly the expectations they have regarding the content of this page:

- "There's nothing on here."
- "There are only two things here. This is the worst section of the three."
- "There's nothing here."
- "Is that it?"
- "There's nothing on this page."
- "Not very informative."
- "There's more about this section under general index than there is in this section."

Every user noted that they would not be likely to use this section in its current state.



On top of the initial reaction to this page, additional comments included:

- "The operational plan is here, but nobody knows what that is."
- "The library is not always equated with this branch and therefore may not be assumed to be here."
- "Staff Associations are not part of the VP branch."
- "The left navigation sub-categories are not obvious."
- "It's funny that there are lots of subheadings, but nothing on the [content] page when you open it."
- The subheadings should be hidden in it, like under programs, or they should all be listed in the left navigation bar like under the President's Office and Resources. It's strange."
- "Travel is listed as its own subheading, but should be under Finance and Administration."
- "The 'Library' link is actually RIMS Division."

In addition to the above, it is important to minimize the number of clicks required to find information. In situations where this is not the case, appropriate changes should be made. For example, in the link above, titled "Biography of the Vice-President, a user wishing to see this information would click on it and be taken to the next page where she/he would have to click again to view the Word document. This is an excessive number of clicks that can frustrate users who put a premium on quick access to information. It would be relatively simple to remove the extra click and create the link directly to the Word document from the page displayed above. Alternatively, the contents of the word document could be coded to HTML and added directly to the Web page below and a user upon clicking on the link above could view the information quickly.

**#50. Recommendation:** Eliminate superfluous clicks and provide the information as quickly and directly as possible when navigating from main heading to content.

**#51. Recommendation:** Communications branch should work with the Resources branch to develop content that is aligned with the expectations of users of having a mature Intranet.

**#52. Recommendation:** All three Branch sites should be consistent. This includes content publication standards, major sub-section headings, and layout.

To elaborate on the above recommendation, guidelines for sub-sections of the IDRC Intranet could specify the following:

- A very short introduction to each section explaining what it does. This must be short (2-3 lines) with a link to more information if necessary.
- Standard sections for each, such as:
  - Divisions

- o Committees/Meetings
- o Publications/Documents

### 4.3. DIRECTORY

Based on the interviews, the IDRC directory is likely the most heavily used resource on the Intranet. Virtually all of those interviewed (save one) noted that they use the directory at least daily. The directory was also said to be very easy to use.

Several interviewees noticed that there was no phone number provided for employees who work in the regional offices and that the extension on its own is of little value. The "Reports" link was noted to be difficult to use by one user while another interviewee went to that section and said "I don't know what this is. 'IDRC comprehensive,' what is that?"

Although the functionality of this section was deemed to be good overall, one deficiency that was noted was that the search does not differentiate between the names of staff and the department they work in. As an example, one user searched for the contact information for Roger Finan by typing "Finan" into the search box. The results presented, however, provided not only the name "Roger Finan", but also every employee who works in the finance department.

#53. Recommendation: Provide the full phone number with the extension in the directory.

#54. Recommendation: Link the regional office name to the Web page for that office.

#55. Recommendation: Ensure that the Left Navigation Bar, along with the "Around the World" box remains on the directory page so that users can have the local times of the regional offices available and benefit from the LNB.

#56. Recommendation: Allow users to select different search methods (location, department, and name) in the directory. The default search setting should be "Name."

#57. Recommendation: Add a brief explanation at the top of the "Reports" page explaining the functionality offered.

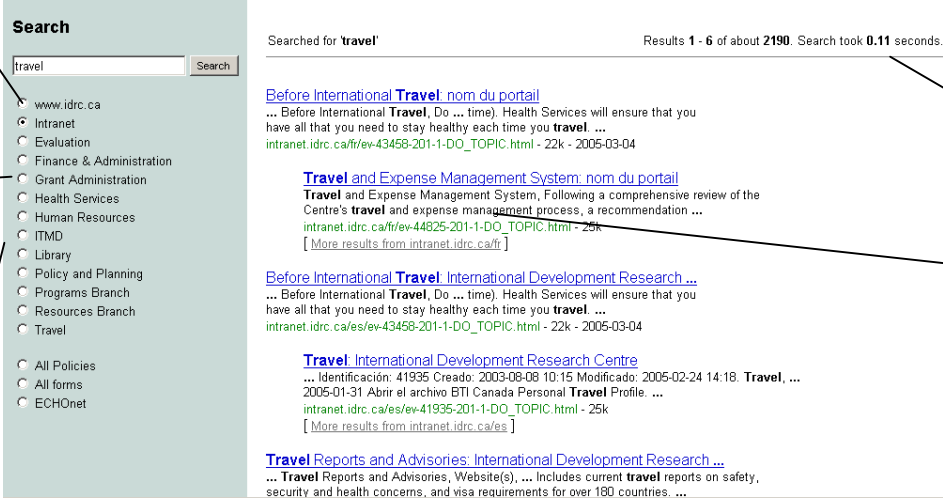
## 4.4. SEARCH

Interviewees were generally pleased with the new search function. Many see this as an improvement over the former engine. There was mixed usage of this section, however. Some relied on it heavily, treating it as their primary method of navigating the site. Conversely, one user had never used the search function under the old or new system.

"You can search the public site!"

"I like that you can choose multiple search options."

"I would like to search for English or French only."



"0.11 seconds; that's fast."

"The results should be sorted with most recent first."

The interviewees were generally pleased with the ability to limit the search via the option on the left side of the page. There were several comments relating directly to this section:

- "You can search the public site!"
- "I like that you can choose multiple search options."
- "I would like to search for English or French only."
- "I like that you can break down your search."
- "You can't choose multiple search options."
- "It's not clear that some of the options are sub-categories of certain branches. You have an option for the Programs Branch and the Resources Branch, but then you have Evaluations and Finance, which are under the President's Branch. I don't get it."
- "The options are good, but not fully intuitive."
- "That's super, actually."

Users also noted that this page provides for more advanced searches and that they would like to be able to access this page without having to do a search first. None of the interviewees were aware that they could arrive at this page by clicking on the "Search" link on the main page without entering anything into the search field. Two interviewees suggested adding an "Advanced Search" link along with the search box on the main page.

**#58. Recommendation: Add an "Advanced Search" button next to "Search" to show users that they can conduct a more specific search if they wish.**

**#59. Recommendation: Allow users to select from multiple search fields to delimit searches.**

One user noted that there is a problem with searches when using the colloquial or common term versus the official term that is found in most documents. The example provided was for the term "tender" which brought up few results. However, searching for "procurement" yielded the results that were being sought. This user indicated that they would like to have a built-in thesaurus function that could indicate other similar search terms that users may want to consider.

Another suggestion was that there should be a "Helpful Search Hints" feature that helps users make the most out of their search and better understand the results. Specifically, Google search results are followed, at the bottom of the page by a few sentences explaining that it did not include in the results



page hits that were very similar in nature. This explanation could be located at the top of the results, rather than at the bottom of the page to provide context to users before they sift through the hits.

*#60. Recommendation: Add a “Helpful Search Hints” section that could contain a thesaurus function that indicates other similar search terms that users may want to consider.*

The search fields on the left side of the page could be ordered to reflect the organization’s hierarchy. This would require that some fields be indented to illustrate that they are contained within a higher-level field. Among the fields offered could be:

- President’s Branch
  - Evaluations
  - Finance and Administration
- Programs Branch
- Resources Branch

*#61. Recommendation: Allow searches for French only or English only information.*

*#62. Recommendation: Order the field selection options by organizational hierarchy and indent those that are subordinate to a higher level.*

*#63. Recommendation: Place the Search menu bar (That contains the list of search fields) on the right side of the page to allow for the LNB to remain on the search page.*

## 5. RECOMMENDATIONS

This report identifies 63 recommendations based on the interviews conducted. This number can easily be overwhelming, prompting the question, “Where do we start?” In the next section, “Detailed Recommendations”, the reader will find the complete table with each recommendation listed. However, in addition, the table contains three columns to the right of the Recommendation column titled Effort, Impact and Priority. Though only rough estimates, the columns and their corresponding values were added to help IDRC chart its course when making improvements.

- The **Effort** column describes the probable level of effort required to implement the recommendation.
- The **Impact** column describes the magnitude of the recommendation in terms of what kind of a positive impact it will have on the user experience.
- The **Priority** column provides an overall priority level for each recommendation. This is based on the prior two columns, in that low effort, high impact recommendations were assigned a higher priority, while conversely high effort, low impact recommendations were assigned a low priority value. Furthermore, there are recommendations that, despite requiring a high level of effort, are critical to improving the Intranet and are therefore given a high priority rating.

This part of the recommendations section identifies the high priority items to help IDRC identify areas where *quick wins* can be had. The full list of recommendations is contained in [Section 5.2, “Detailed Recommendations.”](#)

- **Structure, Navigation and Information Architecture**
  - Ensure LNB headings match the page title to which they lead.
  - Provide a consistent Left Navigation Bar (LNB) that appears across every page. To avoid the menu becoming too long, the menu should be expandable, where upon the selection of a major heading, the sub-headings below it appear for the duration of the visit to this section. If this requires migrating the Intranet to a different server that does not also host the Internet site, then this should also be done.
  - A more appropriate LNB layout would be to have “Communications,” “Evaluation,” and “Policy and planning” directly below the President’s Office link and slightly indented. Show the organizational hierarchy by indenting sub-bullets in the LNB. Sub-bullets should only be shown – in an expanded menu - when visiting a given branch/page.



- Headings should provide strong cues that orient viewers and inform them about a page's organization and structure. To this end, it is important to use carefully selected headings, with names that clearly describe the information or functions to which they relate. As such, the heading "General Index" should be removed.
  - Since the LNB is the primary method of navigating the site, it should be highly visible, easy to read, and attract the eye of the user.
  - Ensure the path statement accurately reflects the true path taken. If the section is hierarchically organized (according to the structure of the organization), for consistency, this hierarchy should be reflected in the path statement as well.
  - The path statement should also appear on every page.
- **Content**
  - Allocate resource time to conducting regularly scheduled sample checks of IDRC Intranet content to ensure that it is compliant with policies related to maintenance and archiving, and that it is also pertinent, i.e., complying with publishing guidelines.
  - Create a Site Map.
- **Functionality**
  - Create a "Feedback" button for users to communicate with the Site developers and highlight any issues. This feature should be on every page and appear high enough on the page that users do not have to scroll down to find it.
  - Change the "Me" heading to a more descriptive title, such as "Customization Features," "My Intranet" or "My Links" and move it to the right navigation bar where more users will see these features. Communicate this feature to users and provide instructions on what each section can do and how they can be used.
- **Echonet Home**
  - "News" should appear above the "Coming Soon" section. It is more relevant and visited more often; users do not like having to scroll down to find the information they find most important.
  - Limit the number of news items to about 4 or 5 of the most recent ones, followed by a link to "More News" where additional current and archived news items would be available.
  - Provide a brief 1-2 line description of the article below the link to allow users to quickly scan a story before committing to click on it. This allows users to look before they leap.
  - Links on the "Around the World" map should go directly to the Regional Office sites rather than to the Weather Network. If the link to the Weather Network is kept, it should go directly to the page for the specific city in question, rather than to the Weather Network homepage.
  - The "Around the World" map should be renamed to be more descriptive, e.g., "Regional Offices."
  - Keep the "Regional Offices" box as a permanent fixture in the LNB that remains on every page.
  - Move the Directory Search box upwards (above the fold) on the LNB so that users do not have to scroll down to access this most frequented tool.
  - Place the "Editors" section near the bottom of the page on the LNB, where this type of information is more customarily located.
- **General Index and Branches**
  - Ensure that all headings on the current "General Index" page are links.
  - All three Branch sites should be consistent. This includes content, publication standards, major sub-section headings, and layout.
- **Directory**
  - Ensure that the Left Navigation Bar, along with the "Around the World" box remains on the directory page so that users can have the local times of the regional offices available and benefit from the LNB.
- **Search**
  - Allow users to select from multiple search fields to delimit searches.
  - Place the Search menu bar (That contains the list of search fields) on the right side of the page to allow for the LNB to remain on the search page.

## 5.1. STRUCTURE, NAVIGATION AND INFORMATION ARCHITECTURE

The navigation scheme of the site was much discussed above and high-level recommendations were made for improvements. This section attempts to provide IDRC with further specificity around this important area. As a proposed navigation scheme, the following mock-up represents how IDRC might redesign its information architecture.

The accepted wisdom for Web sites claims that the information architecture should not mimic an organization's structure, but rather the needs of users and how they interact with the site. However, for Intranets, which are inherently inward facing, the captive audience (employees) is usually familiar with the organizational structure and comfortable navigating with it. This research showed that IDRC employees tend to feel comfortable with such an approach. However, this is not a universally applicable truth and does not mean to say that other navigation schemes would not impact positively the user experience.

The mock-ups below reflect a possible approach to improving the navigation scheme could involve a further development of the current navigation approach that is organizational in nature (the former "General Index" link) and also subject-based (e.g., the "Quick Links" box, "Tools," "All Forms," "Committees & Meetings"). To accentuate these two approaches, the organizational navigation could be differentiated from the subject-based parts by changing the colour scheme around the group of links, or adding headers to clearly separate them. This would heighten the distinction made to users that they can navigate in two different ways.

Upon clicking on this link, the headings expand to reveal sub-headings, as shown in the second image.



The above subject-based approach at IDRC can be developed further, as well. Industry best practice suggests that the best Intranets are those that support employees in their work processes. In other words, the Intranet should not only represent the organizational structure, but it should also be

structured to match employee activities. Users seem comfortable with the organizational structure approach to navigation, and as such this should be the primary navigational structure. All information on the Intranet should be accessible by this means. However, an expanded subject-based navigation could continue to aggregate key pieces of information from across various sections of the site as it does presently. To supplement this, additional headings tailored to work processes could be created, such as:

- **Research Sources**, which would unite all research tools/resources in one section
- **Planning a Trip**, which would unite all information required for planning before, during and after a trip
- **Project Management**, which would unite in one section all documents, policies, manuals etc. touching on the IDRC approach to managing projects and partners.

These suggestions are very similar to some from the “Quick Links” box, which this report suggests discontinuing. However, the difference in incorporating these subject-based topics as part of the navigation as recommended here is that they will be permanent links upon which the user can always call to search for information, as opposed to the “Quick Links” box that disappears after the home page.

To avoid developing an unwieldy LNB, IDRC could also expand its navigational offering to clients by making use of the space below the graphic where the search and language fields are located. Links of a more utilitarian and permanent nature could be placed in this space such as the site map, the language selection buttons, as well as the Home button, in addition to others (e.g. Site Map, News).

What the above suggest is this: that by presenting information to users in a variety of ways, by giving them a number of options by which to access information, site designers increase the chances that users will find what they want, thereby increasing their satisfaction with the product and their productivity.

This is only a suggested approach based on limited consultation with employees. However, a full redesign of the IDRC Intranet information architecture would require extensive research into the holdings of the site, followed with proposed information architectures and navigation schemes to be focus tested with employees from all major sectors of the organization.

## 5.2. DETAILED RECOMMENDATIONS

The table below provides a one-stop, quick reference to every recommendation made in this report. To the right of the Recommendation column are three additional columns, namely Effort, Impact and Priority.

Recommendation		Effort	Impact	Priority
<b>Structure, Navigation, and Information Architecture</b>				
1.	Ensure LNB headings match the page title to which they lead.	Medium	High	<b>High</b>
2.	Provide a consistent Left Navigation Bar (LNB) that appears across every page. To avoid the menu becoming too long, the menu should be expandable, where upon the selection of a major heading, the sub-headings below it appear for the duration of the visit to this section. If this requires migrating the Intranet to a different server that does not also host the Internet site, then this should also be done.	Low	High	<b>High</b>
3.	A more appropriate LNB layout would be to have ‘Communications’, ‘Evaluation’, and ‘Policy and planning’ directly below the President’s Office link and slightly indented. Show the organizational hierarchy by indenting sub-bullets in the LNB. Sub-bullets should only be shown – in an expanded menu - when visiting a given	Medium	High	<b>High</b>

branch/page.			
4. The home button for browsers could be customized and take users directly to either the French or English home page of the Intranet (rather than the splash page), thus eliminating the extra click to get to the home page using the “home” button.	Low	Medium	Medium
5. As a general rule, all graphical links should be supplemented with corresponding text links. Therefore, providing an “Intranet Home” link in the LNB that is present across all pages of the Intranet would enhance the functionality of the current ‘Intranet’ heading, provide a corresponding text link to the banner, clarify the purpose of the existing link, and make it easy for the user to navigate home.	Low	medium	medium
6. Headings should provide strong cues that orient viewers and inform them about a page's organization and structure. To this end, it is important to use carefully selected headings, with names that clearly describe the information or functions to which they relate. As such, the heading “General Index” should be removed.	Low	High	<b>High</b>
7. A change to the title “In the Regions,” to something like “Regional Offices” would greatly enhance the access to and navigability of the Regional Office pages since that terminology would be more closely aligned with the user language that is most often used to discuss them.	Low	Medium	Medium
8. Since the LNB is the primary method of navigating the site, it should be highly visible, easy to read, and attract the eye of the user. This might include using brighter colours, larger font and heightened contrast between the background colour and the font colour.	Low	High	<b>High</b>
9. Ensure the path statement accurately reflects the true path taken. If the section is hierarchically organized (according to the structure of the organization), for consistency, this hierarchy should be reflected in the path statement as well.	Low	High	<b>High</b>
10. The path should use a consistent and easy to read text, preferably in lower case for easier reading.	Low	Medium	Medium
11. The path statement should also appear on every page.	Low	High	<b>High</b>
12. Conduct a full review of information architecture on the Human Resources and GAD sections of the Intranet.	High	High	Medium
<b>Design and Layout</b>			
13. Add more lively colours to the site to heighten contrast of key elements and to make important sections stand out more (e.g., LNB).	Medium	Medium	Low
14. In order to preserve an uncluttered look, titles should be kept to the bare minimum needed to allow the reader to understand where they are located and what type of information the page contains.	Low	Medium	Medium
15. Make the font in the LNB bigger and with greater contrast for added readability.	Low	Medium	Medium
<b>Content</b>			
16. Communicate current posting, maintenance, and archiving policies to all users who have the authority to post on the IDRC Intranet.	High	High	Medium
17. Allocate resource time to conducting regularly scheduled sample checks of IDRC Intranet content to ensure that it is compliant with policies related to maintenance and archiving, and that it is also pertinent, i.e., complying with publishing guidelines.	High	High	<b>High</b>

18.	Add contextual information to pages to provide users with a sense of where they are and what they should expect to find on that page. This information should be very brief.	Medium	Medium	Low
19.	Initiate a full review of and implement enhancements to the pages for all of the regional offices. Endeavour to provide complete and consistent (i.e., standardized) information while maintaining individual identity. Give additional prominence to these sites from the main page.	High	High	Medium
20.	Consider adding arrivals and departures of new staff either as its own section or as news items.	Medium	Low	Low
21.	Create a Site Map.	Medium	High	<b>High</b>
<b>Functionality</b>				
22.	Place the IDRC Directory Search and the Search feature close to one another and label them so that users can clearly differentiate them and use the appropriate one.	Low	Medium	Medium
23.	Communicate all Intranet enhancements (such as the acronym tool) to users via the news page. Supplement this with a FAQ on "Using the Intranet" that could be periodically updated as changes are made.	Medium	Medium	Low
24.	Allow those with authorization to create events to also edit them as many times as required after the initial uploading.	Medium	Low	Low
25.	Create a "feedback" button for users to communicate with the Site developers and highlight any issues. This feature should be on every page and appear high enough on the page that users do not have to scroll down to find it.	Medium	High	<b>High</b>
26.	Underline the room number headings and make them change colour or bolding upon mouse over to convey to users that they are links. There could also be added to the main page of the bookings, a short explanation reading, "click on the room number to view its amenities."	Low	Low	Low
27.	Enable room bookings to be modified by the user that created it. Allow users to do this by login in at any computer, rather than limit the ability to make changes to the original workstation where the booking was created.	Low	Low	Low
28.	Make the name of the person booking a room a required field to allow others to see this information in booking details.	Low	Low	Low
29.	Explore the possibilities for creating an internal employee buy/sell/trade feature.	High	Medium	Low
30.	Incorporate the useful features (subject-based navigation) of the "Quick Links" box into a permanent navigation feature, such as in the Left Navigation Bar or in a new Top Navigation Bar.	High	High	Medium
31.	Change the "Me" heading to a more descriptive title, such as "Customization Features," "My Intranet" or "My Links" and move it to the right navigation bar where more users will see these features. Communicate this feature to users and provide instructions on what each section can do and how they can be used, indicating the potential of this feature for users who are not logged in.	High	Medium	<b>High</b>
<b>Echonet Home</b>				
32.	Remove the "Links" section altogether and place "Upcoming Events," "Echonet Archives," "Room Bookings" and "News" as additional headings in the LNB.	Low	Medium	Medium
33.	Use consistency in naming the "Events" section. Presently it is called "Coming Soon," "Upcoming Events," and "Events". These should be collapsed into one name, such	Medium	Medium	Medium

	as “Upcoming Events.” The home page should list 4 or 5, followed by a link to “More Upcoming Events.”			
34.	In addition to the When and Where fields of an event description, events should be clearly identifiable as being internal or public. As such, a designation of this sort should be used for all events listed. For example, a “P” for public events or an “I” for internal events could precede every listing.	Medium	Low	Low
35.	“News” should appear above the “Coming Soon” section. It is more relevant and visited more often; users do not like having to scroll down to find the information they find most important.	Low	High	<b>High</b>
36.	Limit the number of news items to about 4 or 5 of the most recent ones, followed by a link to “More News” where additional current and archived news items would be available.	Low	High	<b>High</b>
37.	Provide a brief 1-2 line description of the article below the link to allow users to quickly scan a story before committing to click on it. This allows users to look before they leap.	Medium	High	<b>High</b>
38.	Review policy that defines what news items are appropriate content for the “News” section. Preserve the main page for corporate news information. Create a new section to contain news of a personal nature and other items that are not corporate in nature. Communicate this policy with those who have the authority to post news items.	Medium	Medium	Medium
39.	Links on the “Around the World” map should go directly to the Regional Office sites rather than to the Weather Network. If the link to the Weather Network is kept, it should go directly to the page for the specific city in question, rather than to the Weather Network homepage.	Low	High	<b>High</b>
40.	The “Around the World” map should be renamed to be more descriptive, e.g., “Regional Offices.”	Low	Medium	<b>High</b>
41.	Keep the “Regional Offices” box as a permanent fixture in the LNB that remains on every page.	Low	High	<b>High</b>
42.	Move the Directory Search box upwards (above the fold) on the LNB so that users do not have to scroll down to access this most frequented tool.	Low	High	<b>High</b>
43.	Place the “Editors” section near the bottom of the page on the LNB, where this type of information is more customarily located.	Low	High	<b>High</b>
<b>General Index and Branches</b>				
44.	Ensure that all headings on the current “General Index” page are links.	Low	High	<b>High</b>
45.	Reformat and re-situate the footnote “Link leads to a public site” away from the list of links below it so that it does not look like a heading.	Low	Low	Low
46.	Provide a short contextual blurb to major links that are headings to allow users some contextual understanding about the page to which it links.	Medium	Medium	Medium
47.	Divide the “President’s Office” page into clear sections reflecting the main types of information provided. Categories could include: About the President; Reports & Documents; and Speeches.	Medium	Medium	Medium
48.	Move the “General Archives” link on the “President’s Office” to the bottom of the page and rename to a more descriptive name (President’s Office Archives”) with a short description below to add context.	Low	Medium	Medium

49.	For the Program and Partnership Branch, make information available according to the 3 program areas, Partnerships, and Special Initiatives.	Medium	Medium	Medium
50.	Eliminate superfluous clicks and provide the information as quickly and directly as possible when navigating from main heading to content.	Medium	Medium	Medium
51.	Communications branch should work with the Resources branch to develop content that is aligned with the expectations of users of having a mature Intranet.	Low	Medium	Medium
52.	All three Branch sites should be consistent. This includes content, publication standards, major sub-section headings, and layout.	High	High	<b>High</b>
<b>Directory</b>				
53.	Provide the full phone number with the extension in the directory.	Low	Medium	Medium
54.	Link the regional office name to the Web page for that office.	Low	Low	Low
55.	Ensure that the Left Navigation Bar, along with the “Around the World” box remains on the directory page so that users can have the local times of the regional offices available and benefit from the LNB.	Medium	High	<b>High</b>
56.	Allow users to select different search methods (location, department, and name) in the directory. The default search setting should be “Name”.	Low	Medium	Medium
57.	Add a brief explanation at the top of the “Reports” page explaining the functionality offered.	Low	Low	Low
<b>Search</b>				
58.	Add an “Advanced Search” button next to “Search” to show users that they can conduct a more specific search if they wish.	Low	Medium	Medium
59.	Allow users to select from multiple search fields to delimit searches.	Low	High	<b>High</b>
60.	Add a “Helpful Search Hints” section that could contain a thesaurus function which indicates other similar search terms that users may want to consider.	High	Medium	Low
61.	Allow searches for French only or English only information.	Medium	Medium	Medium
62.	Order the field selection options by organizational hierarchy and indent those that are subordinate to a higher level.	Low	Medium	Medium
63.	Place the Search menu bar (That contains the list of search fields) on the right side of the page to allow for the LNB to remain on the search page.	Medium	High	<b>High</b>

## 6. CONCLUSION

At the outset of this project, the Publishing division at IDRC knew that the Centre’s Intranet was a comprehensive resource for employees. However, without necessarily being able to quantify it, there was also awareness that the Intranet could be improved to the benefit of all users and IDRC as a whole.

To confirm the above, research has shown that the IDRC Intranet is a tool that employees have come to depend on regularly throughout their workday. Some use it extensively, while others use it more in highly specific, limited ways. However, the thought that must be reiterated is that the product is very well thought-of among employees and *criticism* put forward was typically done so with the caveat that it was simply to improve an already very good product. Participants were appreciative to see that the

Publishing division was soliciting their input and they were eager to offer their viewpoints in this study, which is evidenced by the broad range of recommendations that emerged from the research process.

Results were collected and analysed leading to a total of 63 highly specific and actionable recommendations to improve the Intranet. Perhaps the most common feedback related to users' inability to find information easily. The research pinpointed many ways in which this aspect of the site can be improved.

On this score alone, making changes that allow users to find the information they require more quickly will bring the Intranet closer to realising its potential to make people's work lives simpler and more productive. Furthermore, from a corporate point of view, it also generates a better return to IDRC on its Intranet investment.



## APPENDIX A – INTERVIEW GUIDE

**INTERNATIONAL DEVELOPMENT RESEARCH CENTRE  
USER NEEDS ASSESSMENT AND INTRANET EVALUATION**

**IN-DEPTH INTERVIEW GUIDE**

**NAME** \_\_\_\_\_  
**INTERVIEWER** \_\_\_\_\_  
**DATE** \_\_\_\_\_

### **1. Introduction (5 minutes)**

Our firm has been engaged by IDRC to obtain feedback from users of the IDRC Intranet. They are evaluating the Intranet and want to ensure that it meets your needs. If properly designed, the site could result in productivity benefits for staff.

There are a few things that I would like to bring to your attention before we proceed.

First, anything you say will be treated in confidence. When we prepare our report, we will not attribute specific responses to any individual. Furthermore, with your permission, we will record the interview. This is only for research purposes and the tapes will be destroyed at the end of the project.

There are a few simple guidelines for these interviews:

- I ask that you be completely open and honest - don't hesitate to say something even if you think it is irrelevant; and
- When you do speak, try to speak clearly.

There are three parts to this interview. During the first part, I'll ask you some general questions about your job processes and use of Intranet-related information in your work in the context of these processes. Then, using a piece of paper, I will ask you to scope out your ideal requirements for the Intranet. Finally, our last step will be to go through the existing Intranet and review what you see as important and useful, get your general impressions of the Intranet and find out what recommendations or changes you suggest.

## 2. Background (6 minutes)

1. Could you please start by describing your job responsibilities?
  
2. In order to perform these functions, what are the 3-5 main types of activities that you would be involved in on a daily basis?

Key Responsibilities and Activities	Type of information, Sources, and Preferred medium	Process and steps involved	Issues/Problems level of detail, info gaps, ease of use

Sources include: Publications, Internet resources, Associations, Network of peers or colleagues, CD ROM, General news sources, Consultants, other?

3. What other occasional activities do you carry out?
  
4. To what extent are you using the Web or Internet not including email?

For what purposes?	
What information are you looking for?	
What key words do you use?	
What sites do you visit most frequently?	

5. What would you identify as being the elements that any good site must have and what elements do you think should be avoided?

Must Have	Avoid/Can't Stand

6. Thinking about some of the sites that you typically use and the way that they are laid out, if you were going to redesign the Intranet so that is was perfect for you and included everything that you need for your job, what 5 areas would you include on the Intranet homepage? **PROVIDE THE RESPONDENT WITH APPENDIX A AND A PENCIL.**

Section/Name	What is in it? (Subcategories)	Features included What do they do?

### 3. Intranet Scoping Exercise (10 minutes)

7. For what reasons do you typically use the IDRC Intranet in a given day?

<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

<input type="checkbox"/>	
<input type="checkbox"/>	

8. What in your opinion are the top services or areas that the existing Intranet provides to you to help you do your job?

<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

9. Letting your imagination go wild, and thinking about what would make your job easier, what sorts of things would you like to be able to do on the Intranet that you cannot do today?

<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

#### 4. Think-Aloud Observations (15 minutes)

In a few moments I'm going to ask you to log on to the IDRC Intranet. At that point I will first ask you to complete an information-gathering exercise and then I'll ask for your overall reaction to the areas you do not address during the exercise.

I'd like to remind you that it's really important for me to understand what you're thinking while you're going through the Intranet. So, I ask that you speak out-loud as you review and navigate the Intranet. I want you to say everything that comes to your mind even if you think it is irrelevant. It's a lot like talking to yourself. If something is confusing or you don't understand it or you're not sure which link to select, say so. Similarly, if something is clear and easy to follow, say so. I want you to describe areas of the site or features that you like or dislike, identify any frustrations that you encounter in finding the information and note any terms or language that you don't understand.

##### **Information-Finding Exercise**

OK, now let's try an information-finding exercise.

10. What section of the Intranet have you spent the most time browsing in the past month? What were you looking for most often?  
Section/Area:

**Interviewer asks the interviewee to navigate to a selection of the noted information and notes whether or not they found the information, how they found the information (navigating path) and whether they encountered any problems.**

**Observations**

<b>Task:</b>	<i>Interviewer Observations</i>

**11.** Now let's talk about content for the area that you have just visited. Based on your experience, and taking a few moments to review the area now, does this section satisfy your information needs?

<b>Does it satisfy your needs?</b>	
<b>Is it relevant?</b>	
<b>Useful?</b>	
<b>At the right level of detail?</b>	
<b>Current?</b>	
<b>Accurate?</b>	
<b>Scope/depth?</b>	

**12.** What information is missing or what would you like to see included on the site? What could be added to enhance the website for you?

### Overall Reaction to the Rest of the Intranet

**13.** Going back to the main page, and for each area that we did not already cover in the previous exercise, please tell me what information you would expect to find in each of the major sections based on their label.

**For each section moderator asks:**

- What information would you expect to find in the section called \_\_\_\_\_? **Record in Table 1.**

**14.** Now I would like you to have a look at each of the sections that you have just described and tell me whether the content behind each area is what you expected. What's your impression of the labels / subject headings used for the 7 major sections? Do they clearly define or describe what you find behind the links? Does the grouping of information make sense? If not, what changes would you make? Overall likes and dislikes? **Record in Table below.**

**Table 1: Structure and Organization**

<i>Section</i>	<i>Overall Impressions (label title, information grouping, likes/dislikes, expected content) discuss the Sub-Headings, do they make sense?</i>	<i>Likely to use this section?</i>
PRESIDENT'S OFFICE		Y / N
PROGRAMS BRANCH		Y / N
RESOURCES BRANCH		Y / N

**15.** Can you identify any additional links that are not included that you think might be useful for your job?

**16.** What features/links on the Intranet do you find useful or helpful?

<b>Feature/Link</b>	<b>Useful?</b>	<b>Aware?</b>	<b>Suggested improvements?</b>
Quick Links			

Links			
Coming Soon			
News			
Around the world - weather			
IDRC directory			
Participate Section			
Other suggestions?			

**17.** As you may be aware, the search engine on the IDRC Intranet was recently changed. Did you generally use the former search engine? If not, why not? How easy or difficult was it to find the information you wanted using the search engine? Have you used the new search engine? If so, what were your general impressions? **If interviewee has not yet used the new search engine, the moderator will ask that they do 2-3 searches for information and note the impressions.**

**18.** Now that you have had a chance to think about what currently exists on the IDRC Intranet, is there anything that you would like to add to the mock-up you developed earlier? **Moderator returns the completed Appendix A.**

## 5. General Impressions of the Intranet (20 minutes)

Let's spend some time talking about your overall impressions of the Intranet.

**19.** Does the organization of the Intranet site make sense? If not, how would you organize it differently? (by process, by activity, etc.)

**20.** If you had to sum up your general impression of the Intranet in five words or less, what would they be? Why do you say that?

**21.** What are some of the things you liked about the site? Why?

**22.** What are some of the things you disliked about the site? Why?

**23.** What is the main reason you are not using the IDRC Intranet more regularly?

- ☐ it's not necessary to do my job
- ☐ I don't have the time
- ☐ it's too difficult to find what I am looking for
- ☐ I am not comfortable using this technology
- ☐ it's easier to use other sources (e.g., hardcopy, talking to co-workers)
- ☐ my Intranet access/download time is too slow
- ☐ I am not aware of what's available on the Intranet
- ☐ other reason → **PLEASE SPECIFY** \_\_\_\_\_
- ☐ don't know

### Navigation & Usability

**24.** On a scale from 1 to 5, where 1 means "very difficult" and 5 means "very easy" how easy or difficult would you say it is to find the type of information you were looking for on the Intranet? **RECORD PARTICIPANT'S RESPONSE.**

very difficult

1  
○

2  
○

3  
○

4  
○

very easy

5  
○

**25.** Why do you say that?



**26.** What changes to the overall Intranet, if any, would you suggest to make it easier to find information?

**27.** Is the green navigation box (quick links) useful in helping you find information on the site?

### **Design**

**28.** What's your impression of the overall design and look of the web site? Do you think that the look is appropriate for the IDRC Intranet? **Probe:** Use of graphic, colour, Home page.

**29.** Is the text easy to read? **Probe:** Colour of text, font size, too much text / screens too busy.

**30.** Does the home page clearly communicate whom the site is for and what the site is about? Did you like the home page? Why or why not?

### **Concluding Remarks**

**31.** If you were asked to identify two or three changes or enhancements to the Intranet, what would they be?

**32.** We are always looking for the "Wow" factor. Is there anything that could be done to the Intranet that would really impress you?

That concludes the list of topics that I want to discuss with you.

**33.** Do you have any concluding comments you would like to make?

*Thank you very much for your time!*

**Appendix A**  
**IDRC Intranet Redesign Exercise**

Main Headings	Subcategories	Features
<div></div>	<div></div> <div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div> <div></div>
<div></div>	<div></div> <div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div> <div></div>
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## APPENDIX B – GUIDE DES ENTRETIENS

**CENTRE DE RECHERCHES POUR LE DÉVELOPPEMENT INTERNATIONAL  
ANALYSE DES BESOINS DES UTILISATEURS ET ÉVALUATION DU SITE INTRANET**

**GUIDE DES ENTRETIENS EN PROFONDEUR**

NOM \_\_\_\_\_  
INTERVIEWEUR \_\_\_\_\_  
DATE \_\_\_\_\_

### **1. Introduction (5 minutes)**

Le CRDI a retenu nos services pour recueillir les opinions des utilisateurs de son site Intranet. Le Centre évalue présentement son site Intranet et veut s'assurer qu'il répond à vos besoins. Un site bien conçu pourrait être avantageux sur le plan de la productivité de son personnel.

Avant de commencer, permettez-moi de vous signaler certaines choses.

D'abord, tout ce que vous direz sera traité de façon confidentielle. Au moment de préparer notre rapport, nous n'attribuerons aucune réponse à une personne en particulier. Enfin, si vous le permettez, nous enregistrerons cet entretien et ce, uniquement aux fins de cette étude. Nous détruirons les audiocassettes à la fin du projet.

Pendant cet entretien, on vous demande deux choses :

- l'une, d'être tout à fait ouvert(e) et honnête – n'hésitez pas à exprimer une pensée, même si vous ne la croyez pas pertinente,
- et l'autre, de parler clairement.

Il y a trois parties à cet entretien. Durant la première, je vous poserai des questions générales sur les processus qui font partie de votre travail et l'utilisation que vous faites des renseignements disponibles dans le site Intranet. Ensuite, je vous demanderai de coucher sur papier vos spécifications idéales pour le site Intranet. Enfin, nous terminerons par un examen du site actuel dans le but de connaître les composantes que vous jugez importantes et utiles, de connaître votre opinion générale du site, et d'entendre vos recommandations ou vos suggestions sur les changements à apporter.

## 2. Contexte (6 minutes)

**34.** Pourriez-vous commencer par décrire vos responsabilités ?

**35.** Quels sont les 5 principaux types d'activités auxquelles donnent lieu vos fonctions chaque jour ?

Responsabilités et activités principales	Type d'information, sources et moyen privilégié	Processus et étapes	Aspects problématiques / difficultés, niveau de détail, lacunes en matière d'information, facilité d'utilisation

Les sources comprennent les publications, les ressources dans Internet, les associations, les réseaux de pairs ou de collègues, les cédéroms, les sources de nouvelles générales, les experts-conseils ou autres.

**36.** Quelles autres activités réalisez-vous, à l'occasion ?

**37.** Dans quelle mesure utilisez-vous le Web ou Internet, en excluant le courriel ?

À quelles fins ?	
Quels renseignements cherchez-vous ?	
Quels mots clés utilisez-vous ?	
Quels sites visitez-vous le plus souvent ?	

**38.** Selon vous, quels éléments doit avoir tout bon site et quels éléments doit-il éviter ?

Doit avoir	Éviter / Ne peut supporter

**39.** Pensez aux sites que vous utilisez généralement et à la façon dont ils sont présentés. Si on vous demandait de restructurer le site Intranet à votre goût et selon vos besoins, compte tenu de votre travail, nommez cinq sections qui apparaîtraient sur la page d'accueil. **REMETTRE L'ANNEXE A AU RÉPONDANT AINSI QU'UN CRAYON.**

Section/Nom	Qu'est-ce qu'on y trouve ? (sous-catégories)	Fonctions qu'on y trouve Que font-elles ?

### 3. Exercice sur l'étendue du site Intranet (10 minutes)

**40.** À quelles fins utilisez-vous habituellement le site Intranet du CRDI ?

<input type="checkbox"/>	
<input type="checkbox"/>	

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**41.** Selon vous, quels sont les principaux services ou les principales sections qu'offre le site Intranet actuel dans le but de vous aider dans votre travail ?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**42.** Si vous laissez aller votre imagination et que vous pensez à ce qui pourrait faciliter votre travail, quels genres de choses aimeriez-vous pouvoir faire dans le site Intranet que vous ne pouvez pas faire actuellement ?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

#### **4. Observations communiquées en pensant tout haut (15 minutes)**

Dans quelques instants, je vais vous demander d'accéder au site Intranet du CRDI et de faire un exercice de recherche d'information. Je vous demanderai ensuite votre opinion sur les parties du site dont nous n'aurons pas discuté pendant l'exercice.

Permettez-moi de vous rappeler qu'il est très important de me communiquer vos pensées pendant que vous naviguez dans le site. C'est pourquoi je vous demande de les exprimer, ou de penser tout haut, pendant que vous naviguez dans le site. Exprimez toutes les pensées qui vous viennent à l'esprit, même si vous ne les croyez pas pertinentes. C'est un peu comme parler tout(e) seul(e). Si quelque chose porte à confusion, si vous ne comprenez pas quelque chose ou encore, si vous ne savez trop quel lien choisir, dites-le. De la même façon, si quelque chose est clair ou facile à suivre, dites-le. Je veux que vous parliez des parties ou des fonctions du site que vous aimez ou que vous n'aimez pas, que vous me parliez de toute difficulté que vous éprouvez à trouver l'information que vous cherchez, et que vous indiquiez tout mot ou toute expression que vous ne comprenez pas.

#### **Exercice de recherche d'information**

Passons maintenant à un exercice de recherche d'information.

**43.** Dans quelle section du site Intranet avez-vous passé le plus de temps au cours du dernier mois ?  
Que cherchiez-vous le plus souvent ?

Section / partie :

L'intervieweur demande au répondant de se rendre à la section mentionnée. Il prend en note ce qui suit : A-t-il trouvé l'information ? Comment a-t-il trouvé l'information (le parcours de navigation) ? A-t-il éprouvé des difficultés ?

**Observations**

<i>Tâche :</i>	<i>Observations de l'intervieweur</i>

**44.** Parlons maintenant du contenu de la section que nous venons de visiter. Quand vous visitez cette section et aujourd'hui, en prenant un instant pour la revoir, est-ce qu'elle répond à vos besoins en matière d'information ?

<b>Répond-elle à vos besoins ?</b>	
<b>Est-elle pertinente ?</b>	
<b>Utile ?</b>	
<b>Suffisamment détaillée ?</b>	
<b>D'actualité ?</b>	
<b>Exacte ?</b>	
<b>Étendue ?</b>	

**45.** Que manque-t-il en fait de renseignements ou qu'aimeriez-vous voir ajouté au site ? Que devrait-on ajouter pour améliorer le site à vos yeux ?

### Réaction générale au reste du site Intranet

**46.** Retournons à la page d'accueil. Dites-moi quels renseignements vous pensez trouver dans chacune des sections dont nous n'avons pas parlé lors de l'exercice, compte tenu de leur nom.

**L'intervieweur pose la question suivante au sujet de chaque section :**

- Quels renseignements vous attendriez-vous à trouver dans la section intitulée \_\_\_\_\_? **Noter la réponse dans le tableau 1.**

**47.** Maintenant, jetez un coup d'œil à chacune des sections que vous venez de décrire et dites-moi si leur contenu correspond à vos attentes. Que pensez-vous des noms / rubriques utilisés pour les 7 sections principales ? Décrivent-ils bien ce qu'on y trouve ? La façon dont l'information est regroupée est-elle logique ? Si non, quels changements apporteriez-vous ? Qu'est-ce qui vous plaît ou vous déplaît, dans l'ensemble ? **Noter les réponses dans le tableau ci-dessous.**

**Tableau 1 : Structure et organisation**

<i>Section</i>	<i>Évaluation générale (Rubrique, Groupement d'information, ce qui te plaît/déplaît)</i>	<i>Susceptible d'utiliser cette section ?</i>
PRÉSIDENCE		O / N
PROGRAMMES		O / N
RESSOURCES		O / N

**48.** Voyez-vous d'autres liens qui ne sont pas inclus mais qui pourraient être utiles dans votre travail ?



**49. Quelles fonctions ou quels liens dans le site Intranet trouvez-vous utiles ?**

Fonction / Lien	Utile ?	Connaît ?	Améliorations proposées ?
Case de « Liens Rapides »			
Liens			
Prochainement			
Nouvelle(s)			
Autour du monde (température)			
Répertoire du CRDI			
Section « Participer »			
Autres suggestions ?			

**50.** Comme vous le savez peut-être, le site Intranet du CRDI est maintenant doté d'un différent moteur de recherche. Utilisez-vous habituellement l'ancien moteur de recherche ? Si non, pourquoi ? Jusqu'à quel point était-il facile ou difficile de trouver l'information que vous cherchiez à l'aide du moteur de recherche ? Avez-vous utilisé le nouveau moteur de recherche ? Si oui, qu'en pensez-vous ? **Si le répondant n'a pas encore utilisé le nouveau moteur de recherche, l'intervieweur lui demandera d'effectuer 2 ou 3 recherches d'information et obtiendra ses réactions.**

- 51.** Maintenant que vous avez eu l'occasion de réfléchir aux composantes actuelles du site Intranet du CRDI, aimeriez-vous ajouter quelque chose au modèle que vous avez élaboré plus tôt ? **L'intervieweur remet l'Annexe A rempli.**

<b>5. Opinion générale du site Intranet (20 minutes)</b>
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Prenons quelques minutes pour discuter de votre opinion du site Intranet.

- 52.** L'organisation du site Intranet est-elle logique ? Si non, comment l'organiseriez-vous ? (en fonction des processus, des activités, etc.)

- 53.** Si on vous demandait de résumer l'opinion que vous avez du site Intranet en cinq mots ou moins, lesquels choisiriez-vous? Pourquoi dites-vous cela ?

- 54.** Qu'est-ce que vous aimez de ce site ? Pourquoi ?

- 55.** Qu'est-ce que vous n'aimez pas de ce site ? Pourquoi ?

- 56.** Quelle est la raison principale pour laquelle vous n'avez pas recours au site Intranet du CRDI plus régulièrement ?

- ☐ ce n'est pas nécessaire pour faire mon travail
- ☐ je n'ai pas le temps
- ☐ il est trop difficile d'y trouver ce que je cherche
- ☐ je ne suis pas à l'aise avec cette technologie
- ☐ il est plus facile de consulter d'autres sources (p. ex. les imprimés, les collègues)
- ☐ le temps de téléchargement du site Intranet est trop long
- ☐ je ne suis pas au courant de ce qu'offre le site Intranet
- ☐ autre raison → **VEUILLEZ PRÉCISER** \_\_\_\_\_
- ☐ je ne sais pas

### Navigation et convivialité

**57.** Sur une échelle de 1 à 5, où « 1 » signifie « très difficile » et « 5 » signifie « très facile », jusqu'à quel point est-il facile ou difficile, selon vous, de trouver l'information dont vous avez besoin dans le site Intranet ? **INDIQUER LA RÉPONSE DU RÉPONDANT.**

Très difficile				Très facile
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**58.** Pourquoi dites-vous cela ?

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**59.** Quels changements proposez-vous au site Intranet, en général, pour qu'il soit plus facile d'y trouver l'information dont on a besoin ?

**60.** La boîte de navigation verte (liens rapides) vous aide-t-elle à trouver l'information que vous cherchez dans le site ?

### Concept

**61.** Que pensez-vous du concept et du style de ce site ? Le style convient-il à un site Intranet pour le CRDI ? **Sonder :** le graphisme, les couleurs, la page d'accueil.

**62.** Le texte est-il facile à lire ? **Sonder :** Que pensez-vous de la couleur et de la taille du texte ? De la quantité de texte ? L'écran est-il trop chargé ?

**63.** La page d'accueil indique-t-elle clairement à qui s'adresse ce site et de quoi il est question ? La page d'accueil vous plaît-elle ? Pourquoi ou pourquoi pas ?

### Mot de la fin

**64.** Si on vous demandait de proposer deux ou trois modifications ou améliorations au site Intranet, que proposeriez-vous ?

**65.** Nous sommes toujours à la recherche du facteur « wow ». Qu'est-ce que nous pourrions faire au site Intranet qui vous impressionnerait au plus haut point ?

Voilà qui met fin à la liste des thèmes dont je voulais discuter avec vous.

**66.** Avez-vous d'autres commentaires ?

*Je vous remercie beaucoup de m'avoir accordé de votre temps !*

## Annexe A

### Exercice de restructuration du site Intranet du CRDI

Rubriques principales	Sous-catégories	Fonctions
<div></div>		
<div></div>		
<div></div>		
<div></div>		
<div></div>		